

Review of Gambling Policy

Consultation Report

2024

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CARMARTHENSHIRE COUNTY COUNCIL

GAMBLING POLICY CONSULTATION

INTRODUCTION & CONTEXT

On a periodic basis – at least once every three years – the local authority is legally required to review its Gambling Policy under the Gambling Act 2005 to ensure fitness for purpose. Consultation is an intrinsic part of this process: the policy must be responsive to local needs, it should take under advisement comments from myriad stakeholders and seek evidence that will help evaluate progress against its statutory objectives.

To this end, a Six week consultation (27th September to 11th November 2024) was held to garner views from a wide range of organisations and individuals with an interest in licensing matters. The consultation was the first opportunity that local residents, businesses, existing licence holders and their representatives have had to formally comment on the Policy since 2021.

This report, incorporating the results of the public consultation and the authority's response in summary form, will go to the Licensing Committee in February 2025 and to Cabinet in March 2025 before going to full Council in April 2025.

This report:

- 1) Outlines the approach and consultation methods deployed;
- 2) Summarises results and key findings;
- 3) Considers free-text responses from residents, licence holders, organisations and town and community councils in a summary matrix table;
- 4) Provides a short summary

1) OUTLINE OF APPROACH AND CONSULTATION METHODS

A mixed-methods approach to ascertaining views on Carmarthenshire's Gambling Policy was employed to gather quantitative and qualitative data for analytical and evaluative purposes. Specifically, the consultation focused on identifying locations where gambling and gambling-related problems were perceived to be a serious issue.

In accordance with the Gambling Act 2005, a number of statutory consultees were engaged throughout the consultation. This included:

- the Police
- the fire authority
- the Gambling Commission
- Planning
- Environmental Health
- Child Protection
- HMRC

Awareness was raised through use of the following consultation channels:

Publicity

The consultation was publicised through the Council’s press office, through means including: Council Newsletters to Businesses and the Public; information on the Council’s website; online consultation portal and through social media feeds.

Survey

Surveys are a cost-effective method for finding out stakeholders’ views and can be administered in a variety of different ways. An electronic survey was thus selected as the principal method for gathering data. The survey contained a number of fixed-response (closed) and free-response (open) questions. Furthermore, the survey encouraged respondents to upload/attach evidence to support their submission.

The on-line survey was made available through Carmarthenshire County Council’s website. In addition to listed statutory consultees, links to the survey were circulated to , county councillors and town and community councils, gambling licence holders, licensing solicitors, MPs, AMs and the Police and Crime Commissioner. Taken as a whole, details of the consultation were sent to over 40,000 individuals and organisations.

The consultation exercise resulted in **24 submissions**. The table presented below provides a breakdown of the composition of respondents.

Are you responding as a..

Gambling premises licence holder (1)	4.2%	Member of the public (22)	91.7%	Body representing local businesses (-)	-
Gambling Permit holder (-)	-	Local business (-)	-	Other (1)	4.2%
Premises licence holder (-)	-	Body representing licence holders/clubs (-)	-		
Personal licence holder (-)	-	Body/person representing members of the public (Town & Community Council, County Councillors etc) (-)	-		
Club premises certificate holder (-)	-				

Other

The authority has liaised with the Gambling Commission, as well as the licensing sections of, Pembrokeshire, Powys and Ceredigion licensing authorities, with the aim of ensuring as far as possible a consistent approach to the revised Gambling Policy. The Gambling Commission have suggested to Licensing Authorities that since the Department for Culture, Media and Sport (DCMS) are currently undertaking a review of the Gambling Act, no significant amendments should be made to Gambling Policies as part of the current review, apart from changes to reflect local issues. The current Gambling Policy review and consultation must be undertaken in order for Licensing Authorities to continue to have a Gambling Policy in force. However, the Gambling Commission have suggested that Licensing Authorities wait until the DCMS review is complete and then look to undertake a further consultation and review of their Gambling Policies to reflect any amendments to the legislation and associated codes of practice and regulations.

2) KEY QUANTITATIVE FINDINGS FROM THE SURVEY

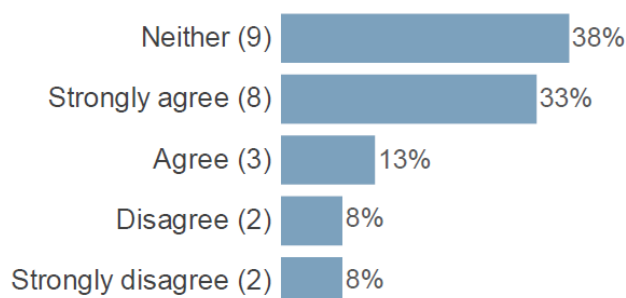
The section will be structured by considering each quantitative survey question in turn. In section 3, comments from the consultation will be considered separately in a matrix table, whether these have arisen through survey submission, or letter or email submissions.

1. There are gambling related problems in my area.

Firstly, 46% of respondents agreed (13% agree; 33% strongly agree) that there were **gambling-related problems in their area**. 38% of respondents reported that they 'Neither' disagreed nor agreed with this statement. It was seen that only 16% of respondents disagreeing with the statement with 8% of these participants strongly disagreeing.

Review Gambling policy

To what extent do you agree or disagree with the following statements: (There are gambling related problems in my area)



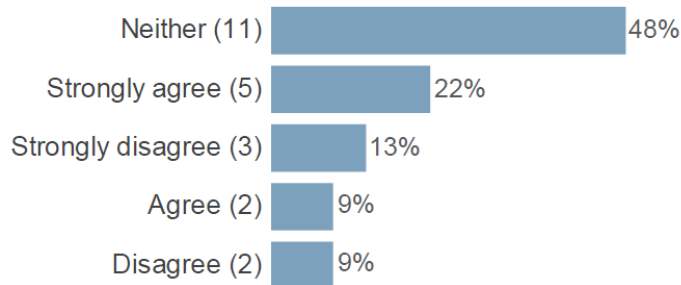
When examining the breakdown, it is clear that 46% of individuals, organisations and businesses noted that there were gambling related problems in their area. Whilst acknowledging that the number of responses is less than in 2021(24 rather than 72), nevertheless, there is a significant increase from the previous consultation when 11% of respondents agreed with the statement.

2. Access to gambling by children, young people and other vulnerable persons is a problem in my area

Next, 31% of respondents agreed (9%) or strongly agreed (22%) that **access to gambling by children and young people was a problem in their area**. 48% of respondents reported that they 'Neither' disagreed nor agreed with this statement. This may suggest that respondents do not feel they have sufficient knowledge/information or local intelligence to make an informed judgment, thus preferring to remain neutral. Contrastingly, 9% disagreed with this statement and 13% strongly disagreed. The results can be seen in the table below. When examining the breakdown, it is clear that 31%(N=7) of individuals, organisations and businesses noted that access to gambling by children, young people and vulnerable persons is a problem in their area which is

an increase from the previous consultation in 2021 when 17%(N=12) agreed with this statement.

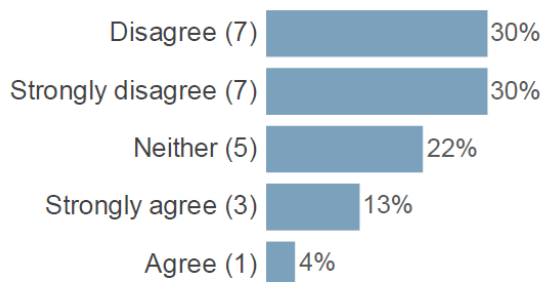
To what extent do you agree or disagree with the following statements: (Access to gambling by children,young people and other vulnerable persons is a problem in my area)



3. I am aware of where to get advice or support locally/nationally for gambling related problems.

It was seen that 60% (N=14) respondents disagreed that they were **aware of where to get advice or support locally / nationally for gambling related problems**. 22% of respondents reported that they 'Neither' disagreed nor agreed with this statement. Additionally, 17% of respondents agree (Strongly agreed 13%; agreed 4%) with this statement.

To what extent do you agree or disagree with the following statements: (I am aware of where to get advice or support locally / nationally for gambling related problems.)



Overall, respondents were not aware of where to get support locally / nationally. It should be noted that codes of practice require gambling premises to display notices and have information available at the premises on how to access support for those with gambling related problems.

4, Are you aware of any problems that have occurred as a result of gambling premises being located in close proximity to sensitive buildings e.g. schools, sixth form colleges, children's play areas, treatment centres for drug, alcohol and other addictions?

The graph below shows that the majority of respondents (n=19; 83%) are unaware of any problems which have occurred as a result of gambling premises being located in close proximity to sensitive buildings. Only four people responded that they were aware of problems which have occurred. The figures are comparable with the 2021 response when 97% indicated that they were not aware of any problems which had occurred as a result of gambling premises being located in close proximity to sensitive buildings. As the 13% of respondents who replied yes have not identified specific areas, we do not have sufficient evidence to consider amending the policy currently.

Are you aware of any problems that have occurred as a result of gambling premises being located in close proximity to sensitive buildings e.g. schools, sixth form colleges, children's play areas, treatment centres for drug, alcohol and other addictions?



5. Are you aware of any premises where problems have occurred as a result of gaming machines being made available to the public?

Similar to the preceding question, 87% (N=20) were unaware of any premises in their area where problems have occurred as a result of gaming machines being made available to the public. In contrast only 13% (N=3) noted that they have experienced problems due to gaming machines being made available to the public. The results are similar to the 2021 survey when 92% of respondents were unaware of any premises in their area where problems have occurred as a result of gaming machines being made available to the public, therefore no evidence to change the policy.

Are you aware of any premises where problems have occurred as a result of gaming machines being made available to the public?



3) ANALYSIS OF COMMENTS – SUMMARY MATRIX TABLE

The report now considers comments expressed in the survey's free-text questions. Note is made of the respondents' ID number (to provide a traceable record), comment(s) received, the Council's response and, where appropriate, changes to the gambling policy as a result of the consultation. Respondents that have not submitted a reply are omitted from the table.

RESPONDENT	COMMENTS	APPRAISAL	RESPONSE	CHANGES
Respondent 3	Question 14 Mae angen rhoi pwysau arblywodraeth ganolog i ddeddfu cwtogi hysbysebau yn ymwneud a gamblo	Noted	No Change required to policy	No Change No power to control advertising online. Online gambling controlled by the Gambling Commission.
	Question 15 Hysbysebau yn gyson ar y teledu yn denu pobl enwedig y bregus i droi at gamblo ac yn eu bortreadu yn ddeniadol. Cwmniau gamblo yn cefnogu chwaraeon ee pel droed ac yn hysbysebu ar grysau ac ati a thrwy hynny yn dylanwadu ar ieuenctid ac eto pobl bregus.	Noted	No Change required to policy	No Change No power to control advertising online. Online gambling controlled by the Gambling Commission.

Respondent 5	<p>Question 5c</p> <p>problem gamblers addicted to various forms with consequent problems for families, workplaces etc</p>	Noted	No change required to policy	No Change
	<p>Question 12a</p> <p>betting shops are tip of the iceberg with online forms being more prevalent - but they will act as a first step for many people</p>	Noted	No change required to policy	No Change. Online gambling controlled by the Gambling Commission.
	<p>Question 14</p> <p>any opportunity in premises of all sorts to gamble feeds into problem gamblers addictions ; all opportunities to shut down any gambling opportunity is welcome and any opportunity to assist in helping gamblers to kick the habit has to be welcomed</p>	Noted	No change required to policy	No Change
	<p>Question 15</p> <p>i'm sure you can access the stats for problems gamblers and then tie them into debt issues for many families</p>	Noted	No change required to policy	The licensing authority does not have access to such data.

Respondent 7	Question 5c Debt and despair	Noted	No change required to policy	No Change
	Question 7c Debt and despair	Noted	No change required to policy	No Change
	Question 12a While I know gambling is a choice I think that the uk in general has a quite irresponsible approach to it. It initially gets turned to by people who are looking for hope. This quickly turns to despair and often debt. Why would poorer communities such as Llanelli need more places where they can literally throw away money. I'm not against gambling as a whole, but the tv adverts and online advertising is out of hand and encouraging poor financial decisions. Mental health and Debt management implications need to be considered. Putting the odd fruit machine in pubs is not the problem.	Noted	No change required to policy	No power to control gambling .This is a matter controlled by the Gambling Commission.

Respondent 8	<p>Question 5c Advertising of gambling at sporting events and in TV coverage of sporting events eg horse-racing</p> <p>Question 12a As before, heavy advertising of gambling at sporting events and on TV</p>	<p>Noted</p> <p>Noted</p>	<p>No change required to policy</p> <p>No change required to policy</p>	<p>No power to control gambling .This is a matter controlled by the Gambling Commission.</p> <p>No power to control gambling .This is a matter controlled by the Gambling Commission.</p>
Respondent 11	<p>Question 5c Online gambling, mostly women and in the home</p> <p>Question 9c Women are parents of children in schools who gamble at home needed increase in food bank support as all food money is taken with gambling</p>	<p>Noted.</p> <p>Noted.</p>	<p>No change required to policy</p> <p>No change required to policy</p>	<p>No power to control advertising online. Online gambling controlled by the Gambling Commission.</p> <p>No Change</p>

	<p>Question 12a Hidden gambling, for people with low level incomes, now increasing with the reduction in low level jobs available. It doesn't cause outward issues but societal issues with children exposed to it, reduced food available, reduced time spent by mothers with their children.</p>	Noted.	No change required to policy	No Change
Respondent 13	<p>Question 12a Betting has a low taxation upon it ,RAISE it, if you can afford to gamble you can afford to pay on your winnings of 20-30% Betting shops , bookies should pay raised rates to pay for the social blight they cause</p>	Noted.	No change required to policy	No power to amend taxation rates.
Respondent 16	<p>Question 5c Bookies</p> <p>Question 9c People gambling money they don't have and it's a temptation for them</p> <p>Question 12a There are at least 2 gambling premises in Ammanford where as a member of the public I have observed people losing</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>No change required to policy</p> <p>No change required to policy</p> <p>No change required to policy</p>	<p>No Change</p> <p>No Change</p> <p>No Change</p>

	<p>money they did not have also when people have won money they have got drunk /drugs with the winnings . These are open through the daytime which makes it worse</p> <p>Question 14 Opening hours of gambling premises and also strict checks that under 18s don't get access</p> <p>Question 15 I have observed this as a concerned member of the public and retired nurse and midwife as this is a community with a lot of poverty and low incomes and there are many vulnerable people here</p>	<p>Noted</p> <p>Noted</p>	<p>No change required to policy</p> <p>No change required to policy</p>	<p>No Change</p> <p>No Change</p>
Respondent 19	<p>Question 15 The policy seems comprehensive and I cannot think of anything else to take into account that is in the Council's control</p>	<p>Noted</p>	<p>No change required to policy</p>	<p>No Change</p>
Respondent 23	<p>Question 12a Helping Setting up a new association for veterans hoping we could do quiz/ bingo evenings to raise funds to support us ! Do we still need to apply as this is only going to be members of our association</p>	<p>Noted</p>	<p>This is not a matter for the Gambling Policy.</p>	<p>No Change</p>
Respondent 24	<p>Question 12a</p>			

	this is an addictive and highly damaging activity and the owners of premises target the poorest in society specifically	Noted	No change required to policy	No Change
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4) SUMMARY – KEY CHANGES TO THE GAMBLING POLICY

1. As set out on page 2 of this report, the Gambling Commission have suggested to Licensing Authorities that since the Department for Culture, Media and Sport (DCMS) are currently undertaking a review of the Gambling Act, no significant amendments should be made to Gambling Policies as part of the current review. Therefore updates to the local data are the only changes made to the attached Gambling Policy document for 2025 – 2028.
2. As a number of the consultation responses raised concerns regarding matters under the control of the Gambling Commission, details of the consultation responses will be forwarded to the gambling Commission.
3. It is acknowledged that some respondents have sought to link existing gambling premises to gambling harms in the County, however the evidence is insufficient to support a change to the gambling policy at this stage. We propose that once the review of the Gambling Act is concluded and we undertake a further consultation and review of the Gambling Policy we include specific questions about this issue.



Review of Gambling Policy Consultation Document 2024

PART ONE

ABOUT YOU:

Q1 **Are you responding as a..**

- Gambling premises licence holder
- Gambling Permit holder
- Premises licence holder
- Personal licence holder
- Club premises certificate holder
- Member of the public
- Local business
- Body representing licence holders/clubs
- Body/person representing members of the public (Town & Community Council, County Councillors etc)
- Body representing local businesses Other

Please specify:

Q2 **Are you responding as an individual or on behalf of the premises/club?**

- Individual
- On behalf of the premises/club

Name of Organisation/Business/Body:

Access to gambling by children, young people and other vulnerable persons is a problem in my area

I am aware of where to get advice or support locally / nationally for gambling related problems.

Q5 Please let us know what are the problems and where they occur.

Street

Town/Village

Nature of problem

Q6 Please let us know what are the problems and where they occur.

Street

Town/Village

Nature of Problem

Q7 If you agree, please give details of the services that you are aware of below.

Street

Town/Village

Nature of Problem

Q8 Are you aware of any problems that have occurred as a result of gambling premises being located in close proximity to sensitive buildings e.g. schools, sixth form colleges, children's play areas, treatment centres for drug, alcohol and other addictions?

Yes

No

Q9 Please let us know what are the problems and where they occur.

Street

Town/Village

Nature of Problem

Q10 Are you aware of any premises where problems have occurred as a result of gaming machines being made available to the public?

Yes

No

Q11 Please outline the matter, giving reasons below.

Street

Town/Village

Nature of Problem

Q12 Is there anything else that you want us to take into account when reviewing the Gambling Policy?

Yes

No

Please outline the matter, giving reasons below.

Any further comments...

Q13 **Is there anything else that you want us to take into account when reviewing the Gambling Policy?**

Yes

No

Q14 **Please outline the matter you wish us to consider:**

Q15 **Please give us the reasons and provide evidence below:**

Part 3: Your Details

How we will use your information

We are collecting personal data about you on this form to comply with requirements in the Licensing Act 2003 on carrying out consultations.

This personal data will only be used for the purpose of this consultation exercise by the Licensing team and will not be shared with any other Council service or external organisation. When we publish a report on this consultation this will not contain your personal details.

To find out more about how we will use your information, including your Data Protection rights, please contact the Licensing Section on 01267 228717.

The following demographic questions are asked within the survey so that we can find out the views of people with different characteristics, such as those listed in the Equality Act 2010.

Your responses cannot be traced back to you as an individual.

What is your ethnic group?

- WhiteBlack / African / Caribbean / Black
- Mixed / multiple ethnic groupsOther ethnic
- Asian / Asian BritishPrefer not to say
- British
- group (please specify)
-

What is your age group?

- Under 16 35 - 44 65 - 74 Prefer not to say
- 16 - 2445 - 5475 - 84
- 25 - 3455 - 6485+

What is your partnership status

- SingleSeparatedCivil Partner
- MarriedDivorcedPrefer not to say
- CohabitingWidowedOther (please specify)

What is your sexual orientation?

- Heterosexual Lesbian Prefer not to say
- BisexualGay

Q20 Age: What is your age group?

- Under 16
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- Prefer not to say

Q21 Pregnancy and maternity/paternity: Please indicate if any of the following apply to you (please tick all that apply).

- I am expecting a baby
- I have had a baby in the last six months
- I am currently on maternity leave
- I am currently on paternity leave
- None of these
- Prefer not to say

Q22 Sex: How would you describe yourself?

- Male
- Female
- Prefer another term
- Prefer not to say

Please specify 'prefer another term'.

The Equality Act 2010 states that a person has a disability for the purposes of this Act if he/she has or has had 'a physical or mental impairment which has had a substantial and long term adverse effect on his/her ability to carry out normal day to day activities'.

Long term has been defined as meaning having lasted 12 months or is likely to last at least 12 months

Q23 Disability: Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least another 12 months? (Please tick only one)

- Yes
- No
- Prefer not to say

Q24 Gender reassignment: Is your present gender the same as the one assigned to you at birth? (please tick only one)

- Yes
- No
- Prefer not to say

Q25 Caring Responsibilities: Do you provide regular, unpaid, substantial care for a relative, friend or neighbour who is unable to manage at home without help because of sickness, age or disability? (please tick only one)

- Yes
- No
- Prefer not to say

Sexual Orientation: What is your sexual orientation (please tick only one)

Q26

- Heterosexual/straight
- Gay Man
- Gay woman/lesbian
- Bisexual
- Other
- Prefer not to say

Q27 **Ethnic Group: What is your ethnic group? (Please tick only one)**

- White (Welsh, English, Scottish, Irish, British)
- Other White, including Gypsy or Irish Traveller
- Mixed/multiple ethnic groups
- Asian/Asian British
- Black/African/Caribbean/Black British
- Prefer not to say
- Any other ethnic group (please specify)

Please specify 'any other ethnic group'

Q28 **Marriage and civil partnership: Are you? (please tick only one)**

- Single
- Married
- In a Civil Partnership
- Divorced/separated
- Widowed
- Prefer not to say

Q29 **Religion: What is your religion? (please tick only one)**

- No religion
- Christian (all denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Prefer not to say
- Any other religion (please specify)

Please specify any other religion:

Q30 Household Income: Approximately how much income comes into your household each year? (please tick only one)

Under £15,000

£15,001 > £30,000

£30,001 > £45,000

Over £45,000

Prefer not to say

Q31 Welsh Language: Can you understand, speak or write Welsh? (Tick all that apply)

- Understand spoken Welsh
- Speak Welsh
- Read Welsh
- Write Welsh
- None of the above

Q32 What is your main language?

Welsh

English

Other (please specify)

Please specify your other 'main language':

Q33 Are you or your partner serving OR have you or your partner ever served, in Her Majesty's Armed Forces? This includes Regular or Reserves Forces, National Service and the Merchant Navy.

Yes

No

Prefer not to say

Q34 We would like to know your views on the effects that these proposals would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English. What effects do you think there would be? How could positive effects be increased, or negative effects be mitigated?

Q35 Please also explain how you believe the proposed policy approach could be formulated or changed so as to have positive effects or increased positive effects on opportunities for people to use the Welsh language.

Following 'SA', what are the first two numbers of your postcode? (e.g. if your postcode was SA50 2PG the numbers we require are 50).

Under certain circumstances, we may wish to contact you to follow-up on your response, either to ask for additional comment or to reply to the points you have raised. Do you consent to CCC using your details in this way?

Q37

- Yes - I am happy to be contacted
 No - I do not wish to be contacted

Q38 Please enter your details below:

Name:

Address:

Email:

Phone:

Thank you for taking the time to complete this survey.