

58 High Street, Bognor Regis, PO21 1SP

HEALTH IMPACT ASSESSMENT

A health impact assessment (HIA) should outline how the development could positively or negatively impact on the wider determinants of health and should identify actions to enhance the positive impacts and mitigate the negative impacts.

Theme	Health Issue	Mitigation or Enhancement Actions	Health Impact
Accessibility & Inclusive Design	Good design means that everyone has the potential to benefit from a building and the environment. Conversely, poor accessibility can exclude many groups, having an impact on physical and mental health.	The site will have a ground floor level entrance and will be fully accessible. A disabled WC will be provided. Our venues appeal to adults of all ages with our membership gender database split of 63% male and 37% female	Positive
Physical Activity and Active Travel	Regular physical activity has been shown to mitigate the health impacts of obesity as well as reduce the risk of various conditions. It has been shown to benefit mental health.	Merkur Slots' venues have a large walk-in catchment. The majority of customers will arrive by foot or via the nearest public transport service. The premises is nearby to a number of bus stops and transport links as follows; High Street (Stop A), Bognor Regis, PO21 1RS High Street (Stop B), Bognor Regis, PO21 1RS High Street (Stop C), Bognor Regis, PO21 1SP High Street (Stop D), Bognor Regis, PO21 1SP High Street (Stop R), Bognor Regis, PO21 1RS Post Office (Stop O), Bognor Regis, PO21 1RQ Bognor Regis Station (Stop J), Bognor Regis, PO21 1AA Bognor Regis Station (Stop K), Bognor Regis, PO21 1BS Bognor Station (Stop M), Bognor Regis, PO21 1BS Bognor Regis Railway Station, Station Road, PO21 1BA There are various cycle parking facilities along High Street, including short-stay Sheffield style cycle parking facilities in front of No.25. Additional lighting will be provided at the entrance to the premise to increase lighting on the highway. Bringing the vacant unit back into use and reintroducing an active frontage increases natural surveillance and the perceived safety of an area, increasing the likelihood of walking and cycling.	Positive

Air Quality & Noise	During both the construction and operational phases of development, both air quality and noise may increase which can affect people living or working next to or near the site. Air quality and its effect on health is a concern across much of London. Noise is a recognised nuisance in many circumstances because it can significantly reduce quality of life and interfere with sleep, work or study.	The fitout works will not involve any major construction works that would create significant dust. As noted above, the majority of Merkur Slots' customers arrive by foot/public transport services. There would be no material increase in car movements compared to the existing use. A Noise Impact Assessment (incorporating a noise management plan) has been submitted with the application. This includes measurements of internal and external noise levels, measurements of internal noise levels within operational Merkur Slots' premises, a noise breakout assessment having regard to the building fabric/structure, assessment of noise from customers smoking outside the unit, and assessments of noise generated by customers coming and going. This includes observations of customer behaviour at 5 x Merkur Slots venues currently operating 24 hours. The report concludes the site is appropriate for 24-hour trading and that there will not be any significant adverse impacts on residential amenity provided the identified sound insulation/internal rectification works and noise management plan is implemented. Our machines generate low levels of noise. We do not have tannoy systems. We do not show live sporting events. We only play background music like any other high street shop. Our staff will not allow anyone into the premises who appear to be heavily intoxicated. Customers tend to visit on their own or in pairs (we rarely see large groups).	Neutral
Litter	Litter can have significant and varied public health impacts, including physical and mental health issues, disease transmission and chemical contamination	Merkur Slots venues do not generate large amounts of waste. We do not offer betting, so paper betting slips is not something you will find in our venues. We provide complimentary refreshments, teas and coffees to customers for consumption on the premises. Our staff clear away used cups, packaging etc after use. Bins are also provided in the venue. Collection will take place weekly and on collection day the designated waste collection company will collect all waste.	Neutral

		Merkur Slots venues use crockery rather than paper cups to reduce waste.	
Crime	Crime, and the fear of crime, can have a huge impact on a victim's or witness' physical and mental wellbeing. Designing out crime can be an effective way of preventing or reducing crime and anti-social behaviour, for example ensuring that streets are well-lit and receive "passive surveillance. <u>Local crime statistics:</u> he level of crime and disorder within the locality is considered consistent with that typically associated with a busy coastal town centre. Reported incidents generally comprise theft, anti-social behaviour, shoplifting, criminal damage, alcohol-related disorder and occasional public order offences. The concentration of retail premises, licensed venues, transport links and the nearby seafront contributes to increased pedestrian activity, with higher levels of low-level disorder and nuisance behaviour particularly during peak trading periods, weekends and the summer tourist season. From an operational perspective, the primary risks are associated with anti-social behaviour, shoplifting, interaction with vulnerable individuals and occasional incidents of alcohol-related disorder, rather than serious or organised crime. As with many town centre commercial locations, the premises may encounter individuals experiencing alcohol or substance misuse, mental health vulnerabilities, homelessness, social isolation or financial hardship. Staff are trained to recognise and appropriately	We implement Secured By Design Measures in all our new venues. Our standard secure by design measures submitted with the application were prepared by our licencing consultants Leveche Associates Ltd in consultation with Secured By Design and partner companies in 2024. Measures include alarm systems, CCTV, external lighting, and appropriate external doors, windows and glazed shopfronts. Our venues provide important natural surveillance on the high street, particularly late into the evenings and through the night. We have submitted a premises licence application which sets out the range of measures that will be implemented at the site to ensure effective player protection, anti-money laundering procedures and security procedures; and trades responsibly in accordance with gambling legislation, the Licensing Objectives and the Gambling Commission's Licence Conditions and Codes of Practice. The measures will ensure compliance with the licensing objective of "preventing gambling being a source of crime or disorder, being associated with crime and disorder or being use to support crime". Merkur Slots venues are subject to a separate security risk assessment, local factors are considered, and proportionate control measures/physical security measures are installed. Staff are aware to monitor the outside of the premise and surrounding area for anti-social behaviour and take appropriate steps within reason to minimise the risks. The CCTV monitor on the central desk allows staff to view the exterior at all times. Anti-social behaviour caused by alcohol is not tolerated within our premises and there are comprehensive security and reporting processes to escalate, report and deal with any issues as they arise. 'No Alcohol Allowed' signage on the door. All incidents are recorded on the SMART Tablet Incident App inc. crime reference number where applicable, this data is review centrally.	Neutral

	manage these situations through effective customer interaction, conflict management procedures and the implementation of the company's safer gambling and safeguarding policies.		
Employment and Training	Work is good for physical and mental health and wellbeing. Job security and simply having a job can increase health and wellbeing as well as make it easier to pursue a healthy lifestyle. Poverty and health inequalities can be linked to worklessness, therefore maximising opportunities for training and employment for local people can have positive health outcomes.	The venue will generate 12 jobs. The change of use and new fit out will also generate construction jobs. Training: All new teams receive 6-weeks training, including classroom and in venue covering all aspects of gambling legislation and operation prior to being appointed their own venue. All staff complete on boarding and 6 monthly refresher training which includes Age Verification, Safeguarding Children and Vulnerable People and Customer Interaction. Staff are trained how to deal with vulnerable customers and how to make effective interactions, any difficult cases are referred to our compliance team for review and resolution. Staff are aware of the importance of social responsibility and are trained to advise customers on gambling responsibly and the identification of potential gambling harm. De-escalation training is provided by a specialist third-party provider to enable staff to identify and deal with challenging situations.	Positive
Social Inclusion, Wellbeing of Children and Vulnerable People, General Mental Health	Inclusive neighbourhoods are those that encourage members of a community to interact with each other. This can reduce social isolation which can be a trigger for depression, anxiety and other conditions. Developments should consider how they can integrate with the existing environment and communities and contribution to social inclusion. Community facilities can be particularly important in promoting social inclusion as well as offering a range of valuable services.	In preparing this application, consideration has been given to how the operation of the premises can support these objectives in a proportionate and practical way. The measures set out below are easy to implement and focused on creating a safe, inclusive and well-managed indoor environment that supports community wellbeing without duplicating statutory health or social care services. The premises provides an indoor environment where adults can spend time in a safe and welcoming setting. Staff will be trained to engage positively and respectfully with customers, helping to create a friendly and inclusive atmosphere. Merkur Slots are also proud to operate alcohol-free venues. Many of our customers are from social or religious backgrounds where drinking alcohol is discouraged or even prohibited, and so they see our venues as a safer alternative to pubs and bars. In an independent survey conducted in March 2025 by Better Change a safer gambling consultancy, 87.5% of our customers confirmed that they visited our AGCs as a	Neutral

	Whilst recreational gamblers (i.e. the vast majority of those who take part in betting and gaming) experience positive effects from gambling including socialisation, mental stimulation and relaxation, people with problem gambling may experience negative health and wellbeing impacts. Local Risks: <u>Unemployment:</u> The premises are located within Bognor Regis, in the Arun District of West Sussex. Bognor Regis is a well-established coastal town with an economy supported by retail,	pastime to relax, socialise and have fun. Interacting with staff was also a highlight for many of them, as visiting our venues may be their only social interaction of the day/week. Information about local community activities and events will also be made available as part of the community information point. The premises will include a clearly signposted community information point located within the customer area. This will provide access to up-to-date information about local services and support available within the borough, including cost-of-living assistance, advice services and adult learning or employment opportunities. Information will be provided in a neutral format, using leaflets and QR codes, and will be reviewed periodically to ensure it remains current and relevant. This approach reflects the strategy's recognition of social connection as an important contributor to wellbeing. This approach supports the Council's emphasis on prevention and early support by improving awareness of existing services and routes to help. Merkur Slots form part of a town's leisure offer. Our customer base after midnight is predominantly the local entertainment workforce and shift workers who like to relax after their busy shifts. Whilst most customers can enjoy and manage their gambling, Merkur Slots recognises it has a responsibility to those who struggle to manage their gambling and may be experiencing harm from gambling. We have submitted a premises licence application which sets out the range of measures that will be implemented at the site to ensure effective player protection, anti-money laundering procedures and security procedures; and trades responsibly in accordance with gambling legislation, the Licensing Objectives and the Gambling Commission's Licence Conditions and Codes of Practice. The measures will ensure compliance with the licensing objective of "protecting children and other vulnerable people from being harmed or exploited by gambling". As part of the licensing application, Merkur Slots were required to submit a Local Area Risk Assessment (LARA). Submission of a LARA is a requirement of an application for a gambling premises licence and is a risk assessment unique to the locality and its risks. The LARA considers the relevant matters identified in the licensing authority's statement of licensing policy and is structured in a manner that offers sufficient	
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	tourism, hospitality, leisure, healthcare and local services. The town centre serves a wide catchment of residents and visitors, with seasonal increases in footfall associated with tourism, nearby attractions and the seafront. Compared with national averages, parts of Bognor Regis experience higher levels of economic deprivation and lower average household incomes, alongside an ageing population. Despite these factors, the town benefits from ongoing regeneration initiatives, a diverse retail offering and good transport links, which continue to support local employment and economic activity. From an operational perspective, the economic profile of the locality suggests a customer base comprising local residents, employed individuals, retirees, visitors and tourists accessing the town centre. MERKUR recognises that financial vulnerability can affect individuals from all backgrounds and income levels and is committed to promoting socially responsible gambling through robust customer interaction policies, staff training and appropriate intervention measures. Overall, the economic environment surrounding the premises provides a sustainable customer base while recognising the presence of some socioeconomic challenges within the wider area. Appropriate operational controls are in place to identify and mitigate risks associated with financial vulnerability and to promote the licensing objectives. <u>Deprivation:</u> Bognor Regis presents a varied socioeconomic profile, with some	assurance that the premises has suitable controls and procedures in place. These controls reflect the level of risk within the particular area, which will be determined by local circumstances. External windows will have digital marketing screens which will display safer gambling messages. Merkur Slots operate a comprehensive Think 25 Policy. Age verification checks are carried out and recorded, any person unable or unwilling to verify their age with appropriate ID will be told to leave, if they have managed to play machines, their staked money will be returned to them. Age verification test purchasing, and mystery shopper visits are frequently carried out by third party companies - ServeLegal and Store Checker. All venues receive 2 or 3 random test visits per year. Merkur Slots venues do not market to children or people up to the age of 25. Marketing and Promotional activity complies with LCCP, and standards set by the Committee of Advertising Practice (CAP) and the Broadcast Committee of Advertising Practice (BCAP). Staff are aware of the importance of social responsibility and are trained to advise customers on gambling responsibly and the identification of potential gambling harm. 'Stay in Control' Posters and Leaflets containing the Gamcare helpline number are in prominent locations within the premise and in private areas, such as customer toilets. Socially Responsible messaging is implemented on all digital B3 and Cat C machines. All machines display Gamble Responsibly information with helpline contact details. B3 machines are equipped with limit-setting functionality to allow customers to set time and/or expenditure limits prior to commencing play. Merkur Slots will actively seek to support and be involved in any local initiatives targeted at reducing harm caused by gambling. Training and guidance are given to Merkur Slots staff on vulnerability. This includes addictive gambling and mental health. As per the Formal Guidance under SR Code 3.4.1: Customer Interaction: formal guidance for premises-based operators. Staff are trained to monitor and record customer behaviour, spend, and time spent gambling and customer interactions are used to assess customer source of funds/income where relevant. As per SR Code 3.4.1: Premises-based customer interaction.	
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	neighbourhoods experiencing higher levels of deprivation, unemployment and health inequalities than the national average, alongside more affluent residential areas. As a traditional seaside town, the local population includes a significant proportion of retirees, as well as families, working-age residents and seasonal visitors. Whilst levels of homelessness and rough sleeping within the immediate town centre are not considered to be significant compared with larger urban centres, the premises may nevertheless encounter individuals experiencing financial hardship, housing insecurity, mental health challenges, substance misuse, social isolation or other circumstances that could contribute to vulnerability. These factors are recognised when assessing and mitigating the potential risks associated with gambling-related harm. The wider Bognor Regis area reflects a mix of deprivation and affluence, resulting in customers presenting with differing levels of financial resilience and personal vulnerability. As a result, the premises acknowledges that customers may present with differing levels of financial resilience and personal vulnerability. Appropriate safer gambling measures, staff training, customer interaction procedures and support mechanisms are therefore maintained to identify, assist and safeguard vulnerable persons in accordance with the licensing objectives.	Customer interactions may result in the customer being guided to gambling support services such as Gamcare encouraged to use a self-help tool to assist them with managing their gambling behaviour, such as Self-Exclusion. Under the bacta self-exclusion programme, customers may choose to exclude themselves from all AGCs and not solely those operated by Merkur. As per SR Code 3.5.6 - Multi-operator non-remote SR code. Merkur Slots take 'know your customer' seriously, engaging with customers on products to enable an informed choice and take a risk-based approach to harm minimisation. Our staff will not allow anyone into the premises who appear to be intoxicated. Whilst the premise may be near or in an area of relative deprivation, Merkur Slots takes the view that individual customers must be treated holistically, and the information provided in this document, and the effective policies and procedures in place, are designed to identify individuals that could potentially be at risk of gambling related harm. Whilst the licensing objective relates to protecting children and other vulnerable people from being harmed or exploited by gambling, the policies and procedures Merkur Slots has in place ensures that all customers are protected, which includes customers who live in the local community as well as visitors. The objective of regulation and licensing in the Gambling Act 2005 is to balance the need to protect children and vulnerable people and permission for adults to engage in pastimes that they find pleasurable.	
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