

LOCAL GAMBLING RISK ASSESSMENT

Premises: Hollywood Slots, 71 Torbay Road, Paignton, TQ4 6AJ

Operator: Hollywood Slots UK Limited

Operating Licence: 056949-N-332688-001

Prepared by: Debbie Bollard

Date: 19/6/2026

Requirement to Comply

All non-remote casino, adult gaming centre, bingo, family entertainment centre, betting and remote betting intermediary (trading room only) licences, except non-remote general betting (limited) and betting intermediary licences

Social responsibility code provision 10.1.1

1. Licensees must assess the local risks to the licensing objectives posed by the provision of gambling facilities at each of their premises, and have policies, procedures and control measures to mitigate those risks. In making risk assessments, licensees must take into account relevant matters identified in the licensing authority's statement of licensing policy.

2. Licensees must review (and update as necessary) their local risk assessments.

- a. to take account of significant changes in local circumstances, including those identified in a licensing authority's statement of licensing policy;**
- b. when there are significant changes at a licensee's premises that may affect their mitigation of local risks;**
- c. when applying for a variation of a premises licence; and**
- d. in any case, undertake a local risk assessment when applying for a new premises licence.**

Ordinary code provision 10.1.2

1. Licensees should share their risk assessment with licensing authorities when applying for a premises licence or applying for a variation to existing licensed premises, or otherwise on request.

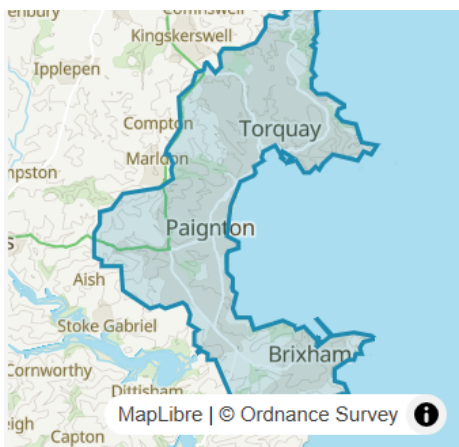
Premises

The premises is a 2 storey building located on Torbay Road. The premises will occupy areas of both floors and will have 24/7 CCTV covering entrances, exits and areas around the gambling machines. There will be at least 2 members of staff on the premises at all times doing regular patrols of the play space as

well as the bathroom to check for potential harms. The premises has a set of double doors that leads to an outdoor smoking area which aims to stop people going into the bathroom, smoking and triggering the fire alarms that are found throughout the building .

Demographics

The area of Torbay (where Paignton is located) has a total population of 140,126 as of 2024 and a total of 62,992 households in 2021. Of those households, 34.7% are 1 person households, 36.4% are 2 person households, 13.5% are 3 person households and 15.4% are 4 or more person households. 42.1 % of households are not deprived in any dimension, 35.9% are deprived in one dimension, 16.9% are deprived in 2 dimensions, 4.7% are deprived 3 dimensions and 0.4% are deprived in 4 dimensions. 50.4% of the population are economically active and employed, 2.9% are economically active but unemployed and 46.7% are economically inactive. Of those who are economically active and employed, 11.8% work 15 hours or less (part time), 24.1% work 16-30 hours (part time), 54.4% work 31-48 hours (full time) and 9.7% work 49 or more hours a week (full time). 96.1% of the population are white with 97.1% of the population speaking English as their main language. 42.2% of the population reported being in very good health in 2021, 34.2% reported being in good health, 16.2% reported being in fair health, 5.7% reported being in bad health and 1.7% reported being in very bad health.



140,126

people

58,620,101 people in England

Source: ONS – Mid-year estimates

Small area: Output area

62,992

households

23,436,085 households in England

Source: ONS – Census 2021

Small area: Output area

Household size

2021

Torbay | (England)

1 person in household **34.7%** (30.1%)

2 people in household **36.4%** (34.0%)

3 people in household **13.5%** (16.0%)

4 or more people in household
15.4% (19.9%)

% of all households

Source: ONS - Census 2021

Small area: Output area

Household deprivation

2021

Torbay | (England)

Household is not deprived in any dimension **42.1%** (48.4%)

Household is deprived in one dimension **35.9%** (33.5%)

Household is deprived in two dimensions **16.9%** (14.2%)

Household is deprived in three dimensions **4.7%** (3.7%)

Household is deprived in four dimensions **0.4%** (0.2%)

Ethnic group

2021

Torbay | (England)

Asian, Asian British or Asian Welsh
1.6% (9.6%)

Black, Black British, Black Welsh, Caribbean or African **0.3%** (4.2%)

Mixed or Multiple ethnic groups
1.5% (3.0%)

White **96.1%** (81.0%)

Other ethnic group **0.4%** (2.2%)

General health

2021

■ **Torbay** | (England)

Very good health **42.2%** (48.5%)



Good health **34.2%** (33.7%)



Fair health **16.2%** (12.7%)



Bad health **5.7%** (4.0%)



Very bad health **1.7%** (1.2%)



% of all people

Proficiency in English

2021

■ **Torbay** | (England)

Main language is English (English or Welsh in Wales) **97.1%** (90.8%)



Can speak English very well **1.4%** (4.0%)



Can speak English well **1.1%** (3.3%)



Cannot speak English well **0.4%** (1.6%)



Cannot speak English **0.1%** (0.3%)



Economic activity status

2021

■ **Torbay** | (England)

Economically active: In employment **50.4%** (57.4%)



Economically active: Unemployed **2.9%** (3.5%)



Economically inactive **46.7%** (39.1%)



% of people aged 16 years and over

Source: ONS - Census 2021

Small area: Output area

Crime

According to Crimerate.co.uk Paignton is the safest major town in Devon and the 23rd most dangerous out of Devon's 403 towns, villages and cities. As of 2026 there are 80 crimes per 1000 people which is 29% higher than the overall Devon rate of 62 crimes per 1000 people. The most common crimes in Paignton are violent and sexual offences (2083 offences in 2026 – which gives a crime rate of 40). This is 1.6% than 2025's figure of 2051 while its least common crime is robbery (13 offences recorded in 2026) which is 24% lower than 2025's figure of 17 crimes.

FIVE MINS

578 CRIME RISK SCORE

TEN MINS

652 CRIME RISK SCORE

FIFTEEN MINS

699 CRIME RISK SCORE

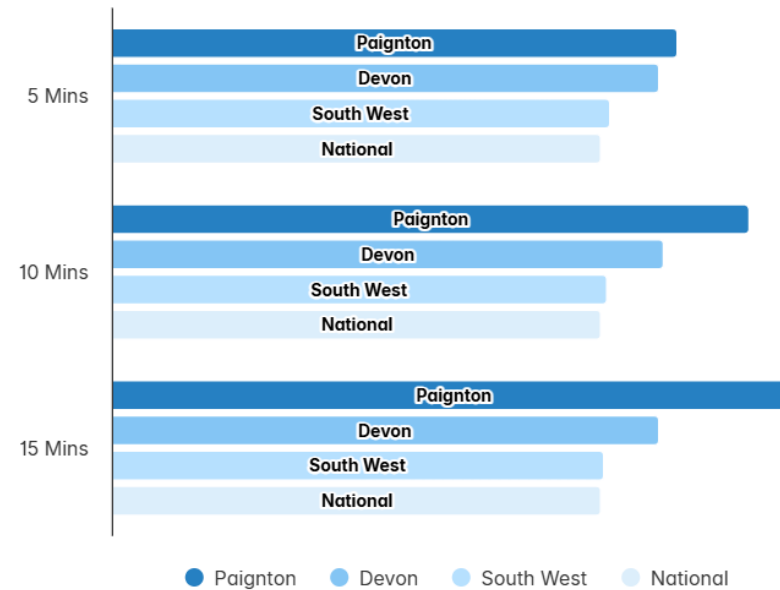
Crime risk scores are on a scale of 1 to 1,000 and consider the severity of the crimes involved, as determined by sentencing guidelines. A score of 1 represents the lowest risk, and 1,000 the highest risk. This approach ensures that - unlike overall crime rate figures - bicycle theft is *not* given the same importance in Paignton's risk scores as, for example, robbery, or violence & sexual offences.

Within a five-minute walk of the typical location in Paignton, crime risk scores are typically around 578, while in Devon they are average 560.

Areas within a ten-minute walk typically see crime risk scores of 652 (565 for Devon), and scores within a fifteen-minute walk are most often around 699 (Devon 560).

Typical Crime Risk Scores by Walking Distance

CrimeRate.co.uk



Vulnerable Locations

Primary Schools:

• Curledge Street Academy (01803557726)	0.5 miles
• Sacred Heart RC Primary School (01803558298)	0.6 miles
• Oldway Primary School (01803557190)	0.8 miles
• Hayes School (01803557336)	1.0 miles
• Preston Primary School (01803607075)	1.6 miles
• Kings Ash Academy (01803555657)	1.6 miles
• Collaton St Mary Church of England Voluntary Aided Primary School (01803556433)	2.0 miles

Secondary Schools/Colleges/Universities:

• Preston Bridge School (Lower Polsham Rd Site) (01803926555)	0.5 miles
• Preston Bridge School (Conway Rd Site) (01803926555)	0.7 miles
• Brunel School (01803665522)	0.8 miles
• Paignton Academy (WRC Site) (01803403005)	1.3 miles
• Paignton Academy (BRC Site) (01803403003)	1.7 miles
• Cambian Devon School (01803524537)	1.7 miles

Pubs and Bars:

• The Talk of the Town – JD Wetherspoons	>0.1 miles
• The Local Gastro Bar and Grill	>0.1 miles
• Henry's Bar	>0.1 miles
• Grand Central Bar	>0.1 miles
• Players	>0.1 miles
• The Hyde Dendy	>0.1 miles
• Spinning Wheel Inn	>0.1 miles
• Street Golf Paignton	>0.1 miles
• East Street Pub Company	>0.1 miles
• Light House Bar	0.2 miles
• The Upside Bar Co	0.2 miles

- Inn On The Green 0.2 miles
- The Harbour Inn 0.3 miles
- Harbour Light, Paignton 0.3 miles
- Black Ivory Piano Bar 0.3 miles
- Ye Old Well House 0.4 miles
- Crafty Isaac Merritt 0.4 miles
- The Still House 0.4 miles
- The Coach House 0.5 miles
- The Torbay Inn 0.6 miles
- The Oldenburg Hotel 0.6 miles
- New Oatlands Club 0.6 miles
- Embassy Tavern 0.6 miles
- The Boathouse 0.6 miles
- The Ship 0.8 miles
- 8 Ball Bar & Sports 0.8 miles
- The Devonport Arms 0.8 miles
- The Old Manor 0.9 miles

Pawnshops/Jewellers:

- Bennetts Jewellers 0.2 miles
- Cash Creators Paignton 0.4 miles
- The Jewellery Centre 0.4 miles
- David G. Bright 0.4 miles
- Johnstons Jewellers 0.6 miles

Care Homes:

- Belle Vue Care Home (01803522112) 0.3 miles
- Harbour Rise – Rest Home & Day Care Centre (01803551834) 0.6 miles
- Roundham Court Residential Home (01803528024) 0.6 miles
- Cornerways Residential Home (01803551207) 0.7 miles

- Primley View (01803559229) 0.8 miles
- Little Oldway Residential (01803527156) 0.9 miles
- Kingsmount Residential Home (01803663460) 0.9 miles
- Primley House (01803558867) 1.2 miles
- Grange-Lea Residential Care Home (01803522342) 1.2 miles
- Mount Olivet Nursing Home (01803522148) 1.2 miles

Banks & ATMs:

- ATM (Torbay Rd) 0.1 miles
- ATM (8 Torbay Rd) 0.1 miles
- Bank Machine Cash Point (Great Western Rd) 0.2 miles
- Santander ATM (50 Victoria St) 0.2 miles
- Santander Bank 0.2 miles
- Cash Machine (South Sands) 0.2 miles
- ATM – HSBC (Palace Ave) 0.4 miles
- Lloyds Bank 0.4 miles
- HSBC Paignton (Palace Ave) 0.4 miles
- ATM (3 Hyde Rd) 0.4 miles
- Nationwide Building Society 0.4 miles
- Paignton Post Office ATM 0.4 miles
- Co-op Cash Point (Palace Ave) 0.5 miles
- ATM (Manufacturing – Riviera) 1.3 miles

Gambling Premises:

- Hollywood Slots >0.1 miles
- Leisure 2000 >0.1 miles
- Stardust Casino Lounge 0.1 miles
- Ladbrokes 0.2 miles
- Betfred 0.2 miles
- MERKUR Slots – Paignton 0.3 miles

- Betfred 0.4 miles

Medical Centres:

- The Devon Clinic C.I.C 0.3 miles
- Riviera Wellbeing – Chiropractic and Wellness Centre 0.3 miles
- The Beehive 0.4 miles
- Corner Place Surgery 0.4 miles
- Paignton Health & wellbeing Centre 0.5 miles
- Mayfield Medical Centre 0.6 miles

Vulnerable People:

- Torbay Refuge 0.4 miles
- The Haven – Torbay 0.4 miles
- The Salvation Army – Paignton 0.5 miles
- CentrePeace 0.5 miles
- Thrive Project UK 0.6 miles

Areas of Interest to Children:

- Pirates Bay Adventure Golf 0.1 miles
- Geoplay Park 0.1 miles
- Paignton Pier 0.3 miles
- Victoria Park 0.3 miles
- Paignton Sands 0.3 miles
- Preston Green 0.7 miles
- Young's Park 0.8 miles
- Splashdown Quaywest 1.0 miles
- Primley Woods 1.1 miles
- Paignton Zoo Education Centre 1.2 miles
- Paignton Zoo Environmental Park 1.4 miles

RISKS	LEVEL	IMPACT	RISK MANAGEMENT	DATE REVIEWED
Children entering the site unnoticed or unchallenged particularly after school and during school holidays	Low	Severe to Business Severe to Child	The latest gambling participation survey (2024) reports the most common types of gambling activity that young people participated in were legal such as penny pushers or claw grab machines (20%), 4% played on fruit or slot machines and did not feature age restricted products. The site is strictly 18+ and the Operator has a Think 25 policy in place. Staff age verification training is delivered, with staff receiving training on induction and at least annually. Additional/remedial training is given when considered necessary. There is only one entrance/exit from Torbay Road which is effectively monitored by staff at all times from the customer service desk. The site frontage is designed to obscure the interior so as not to be attractive to children Over 18s notices are clearly displayed at entrance to the Premises Age verification checks are carried out on anyone who appears to be under the age of 25 and anyone unable to verify their age is asked to leave immediately. States are returned to anyone who has played a machine and unable to verify their age Age test purchasing is undertaken at least annually and the results are reported to Gambling Commission. Any failure will be reviewed by senior management and additional training put in place. Further testing will be arranged asap Clear and prominent premises signage and machine labelling	

Out of control gambling by other vulnerable people and failure to recognise signs associated with problem gambling or substantial changes in gambling behaviour	Low	Moderate to business Severe to Vulnerable people	The Operator has a robust customer interaction policy & procedure Staff receive training on induction and at least annually on how to identify customers who are or may be at risk of harm from gambling and how to interact with them. Customers are offered a number of self-help tools including timers, time outs and self-exclusion. Customer interactions are reviewed and assessed weekly for effectiveness. Where appropriate further and alternative interactions are used if no change in behaviour is seen. Operator led exclusions are used as a last resort where a customer displaying problems refuses to engage in customer interactions and continues to display signs of extreme problem gambling The site is designed to have effective monitoring of all customers at all times The results of all customer interactions are recorded on SmartEXCLUSION tablet and reported to the Gambling Commission Marketing and advertising complies with the LCCPs, the CAP and BCAP standards	
Failure to provide information on responsible gambling to players	Low	Severe to business Severe to customers	The Operator has stay in control posters displayed prominently The Cat B gaming machines display safer gambling messages and are programmed with reality checks Stay in control leaflets are made available in racks & discreet locations Regular audit of poster & leaflets to maintain stock levels	

Failure to properly administer the self-exclusion process & maintain its effectiveness, including breaches & reinstatements	Low	Severe to business Severe to customer	Site layout permits effective monitoring of customers entering premises CCTV at entrance to aid identification of known excluders Use of on-site & SmartEXCLUSION self-exclusion schemes Staff review the self-exclusion data before starting each shift Use of group WhatsApp to notify staff of customers attempting to, or actual breaches of self exclusions	
Failure to deal with customers making complaints about the gaming machines	Moderate	Moderate to business Severe to customers	All gaming machines are sourced from licensed suppliers only All gaming machines are regularly maintained and switched off immediately where the outcome of a gambling fault is identified. Terms and conditions displayed at premises provide details of how to make a complaint Paper copies of complaints procedure and complaints form are available Staff are trained on induction on how to deal with customer disputes, including referrals to IBAS the ADR provider	
Failure to identify attempts by third parties to launder money through the business	Low	Severe to business Low to customers	There are no pawn shops identified in the local vicinity Effective monitoring of customers' behaviour by good line of sight from customer service desk and CCTV Staff are regularly trained to identify counterfeit money Change machines & note takers regularly inspected	

			Incidents of concern including money lending are reported through the SmartEXCLUSION system and to the MLRO	
Poor security increasing vulnerability to crime	Low	Severe to business Severe to customers	Liaison with local police teams as appropriate Effective CCTV with data stored for 30 days Toughened glass windows and doors with mag-lock fitted and in operation during quiet hours Safe on site for cash and keys All incidents recorded in incident log and reported to the Gambling Commission Intruder alarm installed and regularly serviced	
Anti-social behaviour outside the premises	Low	Moderate to business Low to customers	The Operator acknowledges its public responsibility to ensure its Premises are not a source that public nuisance and disorder. It will work closely with the police and other local partnerships to reduce the risk of any impact. Staff are trained to monitor the external area around the entrance for any anti-social behaviour and to take appropriate steps. Where an incident appears to be escalating the staff will use the mag-lock and engage with local partnerships to minimise the risk	