

Surrey health

1st submission made via the portal but limited to 2000 words

Proximity to vulnerable residents

Spelthorne has a higher proportion of people scoring one or more on the Problem Gambling Severity Index (14.4%) compared to GB as a whole (13.4%). [See GambleAware pdf file attached in email].

Proposed location of the Adult Gaming Centre (AGC) is in the Lower Super Output Area (LSOA) Ashford West – Spelthorne 003C. It is within walking distance of seven LSOAs with higher levels of deprivation (Map in email).

The Surrey Health and Wellbeing Strategy identifies two of these seven areas as Key Neighbourhoods where resident populations experience the poorest health outcomes. The location is close to facilities for vulnerable people including: A Pupil Referral Unit 0.4 miles away (Fordway Centre), Senior boys school 0.4 miles away (St James), College 0.6 miles away (Thomas Knyett) and 5 homeless shelters/ temporary housing locations between 0.3 and 1 mile of the proposed AGC.

The estimated annual fiscal cost associated with “problem gambling” in Spelthorne is £1,439,742 across services for health, housing, welfare and crime (National Institute of Economic & Social Research).

Clustering of premises and inequalities

A 2024 review by University of Bristol What-social-and-spatial-inequalities-exacerbate-gambling-harms.pdf states: evidence shows that the geographical positioning of Electronic Gaming Machines (EGMs) may cause harm at an individual level, with the placement of EGMs within certain locations (e.g. close to supermarkets or pubs) and in specific environments (e.g. venues within easy reach of low-income neighbourhoods) increasing the risk of harms.

Department of Health and Social Care indicators for the determinants of health show that Spelthorne has a higher number of gambling premises per 100,000 population than South-East England – 12.5 vs 10.7. (Fingertips). There are two betting shops very close to the proposed AGC location: a William Hill betting shop within two minutes walk and a Coral betting shop within four minute.

Email submission.

Dear Spelthorne Licensing Team,

***Supplementary Information for Objection to Application Adult Gaming Centre in
Ashford***

*Reference: Application for a New Adult Gaming Centre (AGC) : Golden Slots 39 Church
Road Ashford Surrey TW15 2QF*

*Objection submitted by: Surrey County Council Public Health
public.health@surreycc.gov.uk 27/08/2025*

*Rationale: Gambling Act (2005) Objective: Protecting children and other vulnerable
people from being harmed or exploited by gambling.*

Proximity to vulnerable residents

Spelthorne has a higher proportion of people scoring one or more on the Problem
Gambling Severity Index (14.4%) compared to GB as a whole (13.4%). [See
GambleAware pdf file below and attached].



The estimated annual fiscal cost associated with “problem gambling” in Spelthorne is
£1,439,742 across services for health, housing, welfare and crime (National Institute of
Economic & Social Research).

2021 [Census data](#) for Surrey shows that Spelthorne had the highest proportion of
households which met at least one dimension of deprivation (49.1%)

[Surrey Health and Wellbeing Strategy](#) identifies and prioritises 21 Key Neighbourhoods -
which are Wards that include the most deprived Lower Super Output Areas (LSOAs) in
Surrey, with populations most at risk of experiencing the poorest health outcomes.

Appendix H – Public Health Representation

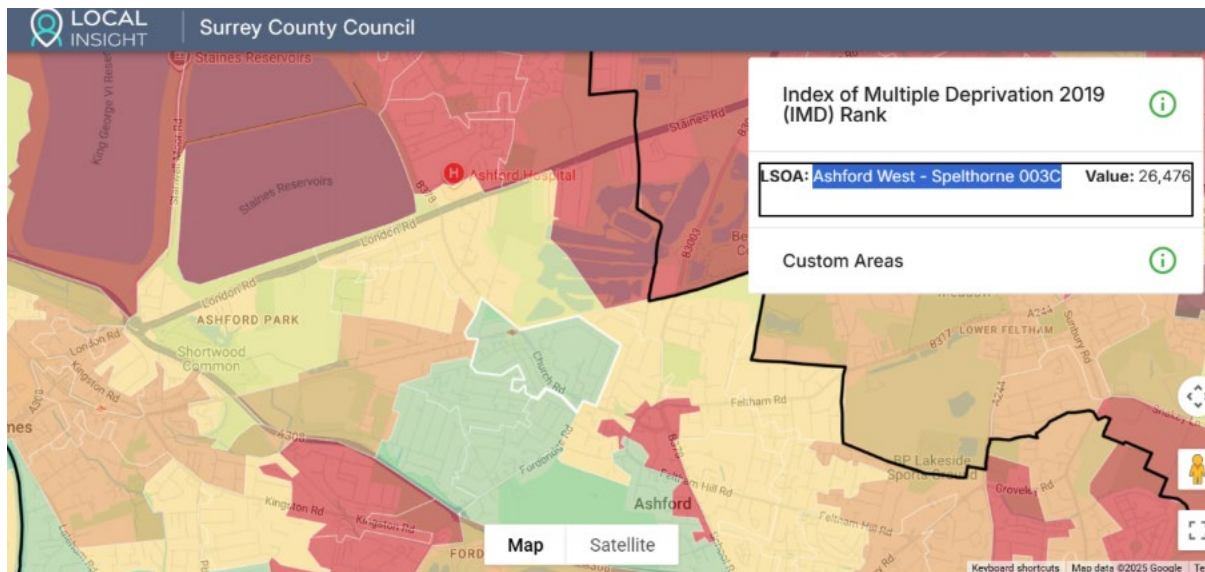
There are two Key Neighbourhoods close to the proposed AGC location containing LSOAs that are ranked in the bottom 40% for deprivation in the U.K: Stanwell North & Stanwell Moor and Stanwell South (*in red text*). There are a further five areas of relative deprivation in close proximity (see list below).

- | | | |
|---|------------|--------|
| • Stanwell North & Stanwell Moor - Spelthorne 001B
miles from TW19 7DZ | IMD 6 666 | 1.7 |
| • Stanwell North & Stanwell Moor - Spelthorne 001C
miles from Town Lane | IMD 9 197 | 1.2 |
| • Stanwell South – Spelthorne 002C
from Ashford Hospital | IMD 7 818 | 1 mile |
| • Ashford East - Spelthorne 005B
0.4mile from West border | IMD 10 099 | |
| • Stanwell South – Spelthorne 002A
mile from Desford Way | IMD 11 655 | 1.5 |
| • Staines South West - Spelthorne 007B
mile from TW15 3SF | IMD 11 855 | 0.8 |
| • Stanwell North & Stanwell Moor - Spelthorne 001D
miles from South border | IMD 12 768 | 1.9 |
| • Staines South West - Spelthorne 007C
miles from Celia Crescent | IMD 12 737 | 1.1 |

There will be footfall from these Key Neighbourhoods and LSOAs with higher levels of deprivation to use key transport, retail, hospitality and health facilities in the area of the proposed AGC: Ashford railway station (0.3 mile), bus stops; two supermarkets (within 0.6 mile), four cashpoints within one mile; 10 fast food outlets. cafes/restaurants/pubs (within a mile), medical centre (0.1 mile), library (63 metres) and a church (0.4 mile).

The map below shows the proximity of the proposed AGC to LSOAs with higher levels of deprivation (shaded red). The AGC is in LSOA Ashford West – Spelthorne 003C (light green area with white outline - just below centre).

Appendix H – Public Health Representation



(Source: Google Maps and Surrey County Council's Local Insight data). [IMD Indices rank each of the 32 844 LSOAs in England from the most deprived=1st to the least deprived =32 844]

The location is close to facilities for vulnerable children

- A Pupil Referral Unit 0.4 miles away (Fordway Centre); Senior boys school 0.4 miles away (St James); College 0.6 miles away (Thomas Knyvett)
- Six primary schools: Clarendon 0.2 miles; St Michael's 0.4 miles; Ashford 0.8 miles; The Echelford 1.0 mile; Ashford Park 1.0 mile; The Matthew Arnold 1.4 miles
- The Kub Club 0.2 miles; Ashford Youth Club 0.9 miles; Woodthorpe Road Play Area 0.9 miles; Hengrove Park 1.1 miles
- Clarendon Family Centre 0.2 miles

The location is close to facilities/services for vulnerable adults

- 5 homeless shelters/ temporary housing locations: Old Post Office 0.2 miles; Imtech House 0.3 miles; Harper House 0.3 miles; the Whitehouse Hostel 0.9 miles; three private sector emergency accommodation sites (Chaucer Road-0.2 miles away, Stanwell Road-0.4 miles, Cumberland Road-0.8 miles)

Clustering of premises and inequalities

A 2024 review by University of Bristol [What-social-and-spatial-inequalities-exacerbate-gambling-harms.pdf](#) states: evidence shows that the geographical positioning of Electronic Gaming Machines (EGMs) may cause harm at an individual level, with the placement of EGMs within certain locations (e.g. close to supermarkets or pubs) and in specific environments (e.g. venues within easy reach of low-income neighbourhoods) increasing the risk of harms.

Department of Health and Social Care indicators for the determinants of health, show that Spelthorne has a higher number of gambling premises per 100,000 population than South-East England – 12.5 vs 10.7. ([Fingertips](#)).

- There are two betting shops very close to the proposed AGC location: a William Hill betting shop within two minutes walk and a Coral betting shop within four minutes walk.
- There is an Adult Gaming Centre in Feltham (2.8 miles walking, 20 mins by bus, 3.9 miles by car) and a bingo hall very close to the AGC in Feltham.

If you have any questions or queries, please do not hesitate to contact pubic.health@surreycc.gov.uk

Yours sincerely

Public Health

Surrey County Council Public Health Team

Gambling harm data profile: Spelthorne

This profile explores the estimated levels of gambling harm in the Spelthorne Parliamentary Constituency, using projections sourced from the Annual Great Britain Treatment and Support Survey 2023 carried out by YouGov and commissioned by GambleAware (modelled down to Parliamentary Constituency).

Specifically, this profile examines the prevalence of gambling behaviour which may cause harm to an individual in Spelthorne, as measured by the Problem Gambling Severity Index (PGSI)¹. It also explores the usage of treatment and support services across the Parliamentary Constituency, identifying where usage or demand is higher or lower compared to the GB average. Additionally, this profile outlines the fiscal costs associated with 'problem gambling' (PGSI 8+). These costs, which include healthcare, crime and housing, highlight the broader impact of gambling on public funds and the local economy. Through this analysis, the profile aims to inform stakeholders in Spelthorne of the need for a coordinated response to reduce gambling harm, improve support access, and mitigate the financial burden on the community.

Key Findings

- **8.2%** of respondents in Spelthorne are estimated to have a score of 1-2 on the PGSI (low-risk gambling), whilst **3.7%** are estimated to have a score of 3-7 (moderate-risk gambling) and **2.5%** are estimated to have a score of 8 or above ('problem gambling').
- **70.8%** of those respondents classified as PGSI 8+ in Spelthorne have accessed treatment, support or advice services to cut down their gambling.
- The total fiscal cost of harm associated with 'problem gambling' in Spelthorne is estimated to be **£1,439,732**.

¹The PGSI is commonly used to measure the risk of harmful gambling behaviour, ranging from 'non-problem gambling' (a PGSI score of 0), 'low level of problems' (a score of 1-2), 'moderate level of problems' (a score of 3-7), and 'problem gambling' (score of 8+). Please note that issues have been identified with the PGSI including use of stigmatising language. For more information please see the Gambling Commission page on the PGSI <https://www.gamblingcommission.gov.uk/statistics-and-research/publication/problem-gambling-screens>, GambleAware's [How to reduce the stigma of gambling harms through language.pdf](https://www.gambleaware.org/how-to-reduce-the-stigma-of-gambling-harms-through-language.pdf) ([gambleaware.org](https://www.gambleaware.org)).

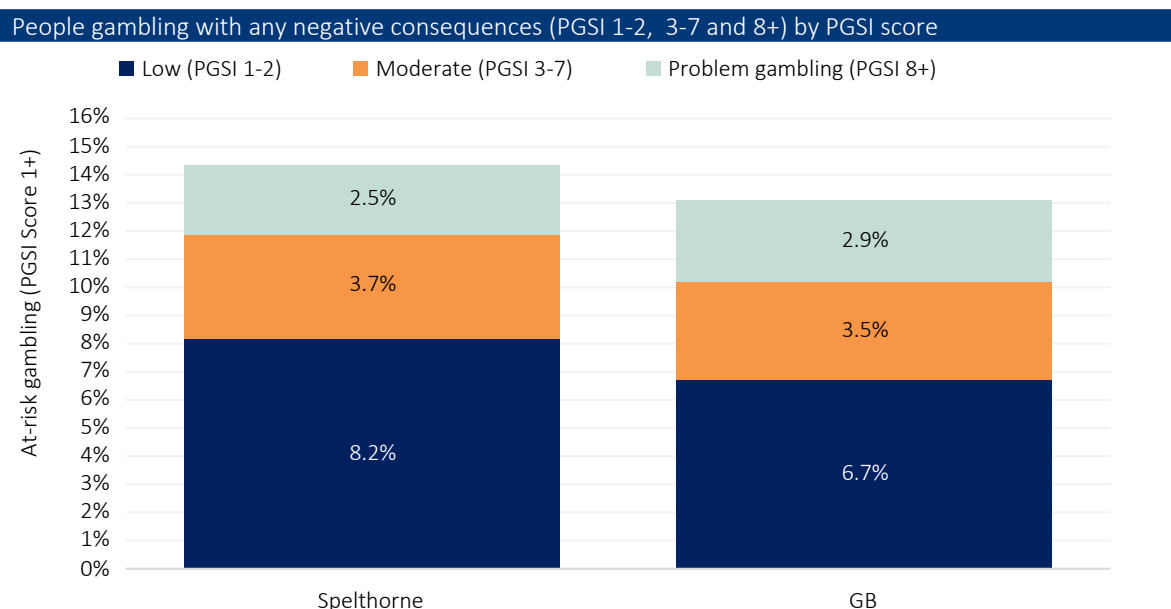
Your Parliamentary Constituency

Spelthorne has a **higher** proportion of people scoring one or more on the PGSI (**14.4%**) compared to GB as a whole (13.4%).

When broken down by PGSI categories, the data shows that:

- Levels of low-risk (PGSI 1-2) gambling in Spelthorne (**8.2%**) are estimated to be **above** the GB average (6.7%).
- Levels of moderate-risk (PGSI 3-7) gambling in Spelthorne (**3.7%**) are estimated to be **above** the GB average (3.5%).
- Levels of defined 'problem gambling' (PGSI 8+) in Spelthorne (**2.5%**) are estimated to be **below** the GB average (2.9%).

Note: The data is modelled from the national survey data using a statistical procedure called multilevel regression and post-stratification (MRP) and as such can only be used to provide indicative estimates of relative prevalence. The estimated differences in predictions between one area and another reflects the differences in the population characteristics of those areas.

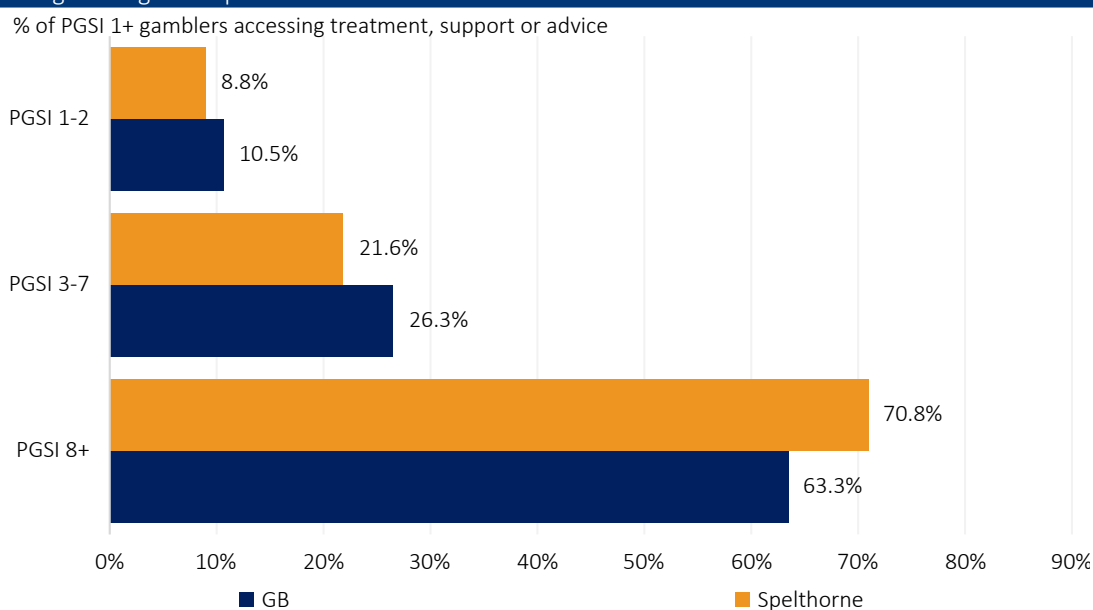


Usage of Support for Gambling Harms²

The chart below compares the estimated proportion of people with a PGSI score of 1-2, 3-7 or 8+ who reported using either treatment, support or advice to cut down on their gambling in the previous 12 months in Spelthorne, compared to Great Britain as a whole.

² See Appendix B for details of local treatment and support services

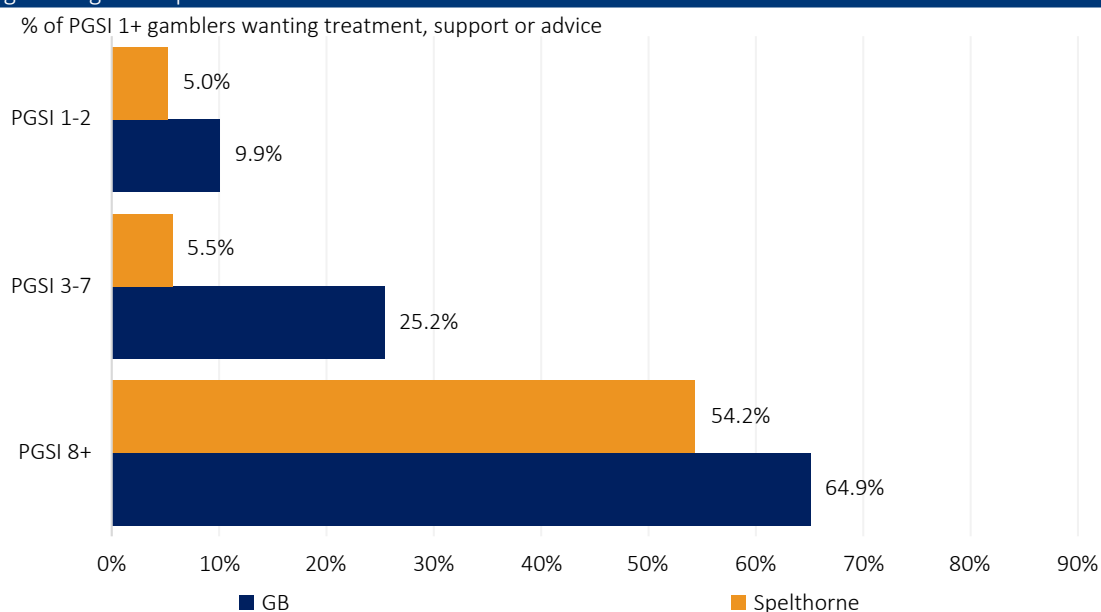
People with a PGSI score of 1-2, 3-7 or 8+ who have accessed services, support or advice to cut down on their gambling in the previous 12 months



- Spelthorne shows **lower** levels of people with a PGSI score of 1-2 accessing treatment, support or advice (**8.8%**) compared with the average across GB (10.5%).
- The Parliamentary Constituency shows **lower** levels of people with a PGSI score of 3-7 accessing treatment, support or advice (**21.6%**) compared with 26.3% across GB as a whole.
- A **notably higher** proportion of people with a PGSI score of 8+ are currently accessing treatment, support or advice.
- In Spelthorne, a **higher** proportion of those classified as PGSI 8+ have accessed treatment, support or advice services to cut down their gambling (**70.8%**), compared with the GB average (63.3%).

The chart below shows the estimated proportion of people with a PGSI score of 1-2, 3-7 or 8+ who would like treatment, support or advice to help with their gambling.

People with a PGSI score of 1-2, 3-7 or 8+ who want treatment, support or advice to cut down on their gambling in the previous 12 months



- Spelthorne has a **lower** demand for treatment, support or advice services compared with the GB average, with **5.0%** of respondents with a PGSI score of 1-2 stating they would like treatment, support or advice to deal with gambling, compared with 9.9% across GB as a whole.
- **5.5%** of respondents in Spelthorne with a PGSI score of 3-7 would like treatment, support or advice, compared with 25.2% across GB.
- Demand for treatment, support or advice services among those with a PGSI score of 8+ is **lower** in Spelthorne: **54.2%** of those with PGSI 8+ want treatment, support or advice services, compared with 64.9% across GB.

Estimated Fiscal Costs of 'Problem Gambling'

In April 2023, the National Institute of Economic and Social Research (NIESR) estimated that the annual fiscal cost of 'problem gambling' (PGSI 8+) is roughly £1.4 billion (in 2023 prices)³.

The table below shows the excess cost of harm associated with gambling across Spelthorne and GB. NIESR's national figures have been apportioned to Spelthorne based on the Parliamentary Constituency's estimated share of the total number of people in Great Britain who are PGSI 8+. Using this methodology, the total fiscal cost of harm associated with 'problem gambling' in Spelthorne is estimated to be **£1,439,732**.

Cost of harm associated with gambling	Spelthorne	Great Britain
Health: General Medical Service Consultation (mental health)	£23,451	£21,600,000
Health: Hospital Inpatient	£484,977	£446,700,000
Crime: Crime Committed (police call out)	£34,742	£32,000,000
Crime: Court Appearance	£9,771	£9,000,000
Housing: Homelessness Support	£17,914	£16,500,000
Welfare: Universal Credit	£868,877	£800,300,000
Fiscal cost (£ millions)	£1,439,732	£1,400,000,000

³ Source: National Institute of Economic and Social Research (NIESR (2023) The Fiscal Costs and Benefits of Problem Gambling: Towards Better Estimates page 29

Appendix A: Differences by Demographic and Social Factors

Demographic characteristics, such as age, income, and cultural background can influence gambling behaviours, shaping preferences, motivations, and risks⁴. It is important to analyse these factors to help identify patterns and inform targeted interventions.

Data shows that there are certain demographic groups⁵ with relatively higher levels of ‘problem gambling’ (i.e. a PGSI Score of 8+) than the England average. These include:

- Younger people (aged 18-34): 6.8%, compared with 3.0% across all age groups.
- People from Black, Asian and other ethnic minority groups: 8.4%, compared with 2.2% for those of White ethnicity.
- People who are unemployed or economically inactive: 4.1%, compared with 3.0% across England.
- Full-time students (linked to the higher prevalence among young adults): 6.8%, compared with 3.0% across all adults in England.
- People not in a relationship: 3.9%, compared with 2.2% for those in a relationship.

The boxes below compare the breakdown of these demographic groups across Spelthorne compared with England as a whole⁶.

Aged 18-34	Unemployed/Inactive	Black, Asian & Other Ethnic Minority Groups
Spelthorne: 19.3%	Spelthorne: 16.6%	Spelthorne: 21.3%
(England = 21.8%)	(England = 20.5%)	(England = 19.0%)
Full-Time Student	Not In Relationship	
Spelthorne: 1.7%	Spelthorne: 51.5%	
(England = 2.3%)	(England = 55.3%)	

Spelthorne has a **lower** proportion of people aged 18-34 (**19.3%**) compared with the England average (21.8%).

Spelthorne has a **lower** proportion of people unemployed or economically inactive (**16.6%**) compared with the England average (20.5%).

Spelthorne has a **higher** proportion of people from Black, Asian and other minority ethnic groups (**21.3%**) compared with the England average (19.0%).

Spelthorne has a **similar** proportion of full-time students (**1.7%**) compared with the England average (2.3%).

Spelthorne has a **lower** proportion of people who are not in a relationship (**51.5%**) compared with the England average (55.3%).

⁴ See publications for more details: <https://www.gambleaware.org/sites/default/files/2022-07/GambleAware%20Stigma%20Final.pdf> and https://www.gambleaware.org/sites/default/files/2023-03/Minority%20Communities%20Final%20Report_0.pdf

⁵ Demographic breakdown data is sourced from Census 2021, with the exception of age and gender breakdowns – which are taken from Office of National Statistics Mid Year Estimates 2022.

⁶ Data for England has been used here as demographic breakdown data is not available for Great Britain as a whole.

Appendix B: Treatment and Support Services Available in Spelthorne

GamCare Helpline
Web: gamcare.org.uk
Tel: 0808 8020 133

Primary Care Gambling Service (PCGS)
Web: www.primarycaregamblingservice.co.uk
Tel: 0300 0300 111

Betknowmore - Peer Aid (England and Wales)
Web: www.betknowmoreuk.org/services/peer-aid
Tel: 0800 066 4827

Residential Services

Gordon Moody
Web: gordonmoody.org.uk

Adferiad
Web: www.parklandplace.co.uk/our-gambling-treatment-pathway
Tel: 01492 203 421