

For regular Updates on the Round Table discussions visit community-tu.org/bettingshop

The Full SP

The Betting Shop Workers Newsletter



Campaigning Together For Improved Health & Safety

As a result of Community's on-going campaign to improve safety standards in the betting industry, you may be aware that Government Ministers called a roundtable of key industry stakeholders; including local authorities, Community and the employers; to look at this issue.

A result of the roundtable was the launch in March this year of the SafeBet Alliance minimum safety standards document in the Greater London area, supported by the industry and in particular by the big three. Whilst Community believes that the standards don't go far enough, and that the narrow focus around robberies needed widening, it is a welcomed first step and recognition by the industry that safety needs to be improved and prioritised.

The roundtable met again in July to discuss widening the remit of the standards and to look at a number of issues including making the standards cover all of the UK, to include other forms of violence and abuse together with mechanisms to monitor progress. Community are calling for the document to be strengthened on a number of key areas such as lone person working and training. The key stakeholders will need to submit a progress report to Government Ministers in September and again in March 2010.

Whilst the campaign has come a long way since Community launched its video on safety in the betting industry, we still have a long way to go. In order to keep up the pressure it is important that we understand how widely the London SafeBet Alliance standards are being adopted and continue to build a national picture of the prevalence of abuse and violence in UK betting shops.

Community does not believe the SafeBet standards have made an impact, we want to hear from you, if you work in a London shop and would like to get involved in our safety campaign, please contact Community Union on 0800 389 6332.

Community will keep betting shop members informed of the development of the UK wide standards. Community's minimum standards are below.

GET ACTIVE, GET INVOLVED – TOGETHER WE CAN MAKE A DIFFERENCE!

COMMUNITY UNION MINIMUM STANDARDS

- No lone person working under any circumstances
- Safe mechanisms for banking and cash in transit
- Thorough reporting/recording of assaults, theft and anti social behaviour in and around the premises
- CCTV, MAG locks and panic alarms in every shop and appropriate lighting outside every shop
- Posters warning against anti-social behaviour
- Rigorous training of staff to deal with conflict resolution
- New, tighter risk assessments now that shops are open until 10pm in the winter
- More power for local councils to intervene and act against unscrupulous operators and those not addressing anti-social behaviour in and around betting shops
- An independent review of the impact of FOBTs on problem gambling and anti-social behaviour
- The Government to convene a forum with employers and Community Union to address the problem of violence against betting shop workers

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10 Reasons To Join Community

Join up!

CALL
FREEPHONE:
0800 389 6332

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Re-Think...! Think 21!

All the major betting chains are putting the jobs of loyal hard working staff in jeopardy. Community union accepts underage Gambling to be a very serious issue and welcomes the betting industry's initiative to address it. However this new initiative has seen the sector mobilize young mystery shoppers to visit betting shops to ascertain if staff recognise they are under 21. Staff who fail to respond accordingly to shoppers who appear to be under 21 face disciplinary action and in some cases dismissal. Community Union has been inundated by concerned betting shop staff members, who in some cases feel they are being "victimised" and "entrapped" by such schemes.

This new approach has fuelled a climate of fear and job insecurity among workers in the industry and will do nothing to address the many serious issues associated with underage gambling. The industry is claiming to have engaged in extensive training with all staff: however this is not being upheld by the employees. Most claim; training to be very basic and some instances they have had no training at all, with the primary focus from area and district managers being the consequences of failure, not support and advice.

Community understands the complexity of this task, but further exposing vulnerable frontline workers is not the way forward. Community has been at the forefront of driving up standards in the betting industry, including health & safety and we are committed to ensuring the voice of betting shop members is heard loud and clear on this issue. Once again companies are failing to deal with a major issue in Gaming but the Gambling Commission is equally failing to grasp the issue of underage gambling which is far wider than LBO's.

Betting shop workers are being treated as the industry's punch bag for all the woes of Gambling. Every day our betting shop workers perform a tough demanding job in a highly charged atmosphere, where the threat of robbery or physical and verbal abuse is all too real, it is ridiculous to believe that by applying more pressure on staff will result in a reduction in underage Gambling.

Our message is simple:
Stop sacking loyal staff, step back and RE-THINK..THINK 21!

www.community-tu.org/bettingshop

www.bookiesrights.com



To Find Out more about Community Trade Union

CALL FREEPHONE

0800 389 6332

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10 Reasons To Join Community

- (1) IT IS YOUR RIGHT TO JOIN A TRADE UNION!
- (2) Community Union offers expert help if you face disciplinary proceedings.
- (3) Community Union helps fight discrimination at work.
- (4) We have a legal department that has won millions for members injured at work.
- (5) The legal department is there if you or your family are injured outside of work.
- (6) Community Union fights for improved health & safety measures in the betting industry.
- (7) Community Union has been praised by the government as a model for trade unions in the 21st century.
- (8) Community Union has a long record of expertise in UK and European Industrial Law.
- (9) Community Union works to ensure your employer sticks to the law on working hours.
- (10) JOINING COMMUNITY UNION LETS YOU JOIN FORCES WITH THOUSANDS OF OTHERS TO SPEAK WITH A SINGLE VOICE FOR A BETTER WORKING LIFE!



Join online today at: www.community-tu.org/join
Or Freephone: 0800 389 6332

News Around The Industry

Ladbrokes' have released their interim financial results, the figures were ahead of financial analysts' forecasts, with profit dropping four percent to 131 million pounds for the six months to the end of June. Whilst rivals William Hill showed a 9% decrease in OTC and an 11% increase in FOBT gross. Although the economic climate had looked "gloomy" for 2009 in the industry, these figures show that the betting market is not being effected as worst as feared.

The Horserace Betting Levy Board has appointed Paul Lee as its new Chairman, succeeding Robert Hughes CBE.

Both Ladbrokes and William Hill plc have announced to move their online operations and sports book offshore to Gibraltar. It is estimated that in total the companies would save in excess of £15m a year as they will not have to pay the levy and taxes. Ladbrokes have said that it would keep its telephone betting call centre in Britain. This a major blow to UK horse racing as levy yield had already fell by 8% from £115.3 million to just £91.6 million in the last financial year, however some betting companies that are based abroad do still pay the levy on a voluntary basis.



Ask the Union

Many betting shop workers have been talking to Community about their rights around flexible working; we know that many workers have to juggle their work and caring responsibilities so here is a brief around flexible working and how to apply to your employer.

You will have rights to flexible working if you:

- Have a child under the age of 16, or a disabled child under 18, who you have or expect to have responsibility for (this right also applies to adopters, guardians, special guardians or foster parents);
- Are married to the parent (or adopters, guardians, special guardians or foster parents) of the child;
- Live with the child and the parent in an enduring family relationship;
- Have 26 weeks continuous service with an employer at the date an application is made; Have not made a previous application under the new rights during the past 12 months.

Flexible working allows a worker to request a variety of different work patterns or arrangements including; working from home, job sharing, teleworking, term-time working, compressed hours, flexitime, staggered hours, annualised hours or self-rostering.

This information is intended as advice for general questions. Members should contact Community for specific advice. If you are not a member yet call us and **JOIN TODAY!**
Freephone 0800 389 6332

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If you have an enquiry, any ideas for the newsletter, or you wish to join Community, please get in touch.....

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6332**

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SP on the man who spat at her - £500 fine.

In betting shops, physical and verbal abuse against staff is on the increase. But no one should have to put up with threats or spit. If you experience physical, verbal or sexual abuse at work, or witness it, tell your employer. Alternatively, call the Community Crime Helpline on 0800 389 6332 or go to www.thesaferscotland.com/newsletters and tell how to report it.

STUC Community safer scotland

Physical and verbal abuse against workers is a criminal offence. Don't put up with it.



Being part of Community brings many benefits:

REPRESENTATION:

In disciplinary or grievance hearings—you have the legal right to have a Full-Time Officer of the Union with you in formal hearings.

ADVICE:

On employment issues—a phone call is all it takes to gain expert advice so that you know your rights.

LEGAL PROTECTION:

Covering you and your dependants—free legal representation if you have an accident at work or in the street + our 24 hour legal help line.

TRAINING & EDUCATION:

Our professional training company Communitas provides a whole range of courses and opportunities to learn new skills.

COLLECTIVE VOICE:

As a member of Community you are never alone with a problem. Being part of the Union with your work colleagues can help resolve workplace issues and get your voice heard.

Until the Union is recognised for collective bargaining, subscriptions are set at 75%. The subscription rates you pay are :

Up to £10,712pa = £0.93p p/w
£10,713 - £16,068pa = £1.89p/w
£16,069 - £24,128pa = £2.32p/w
£24,129 - £32,136pa = £3.09p/w
£32,137 + = £3.86p/w



Community is campaigning for collective bargaining within the betting industry. This means genuine negotiations over pay, hours and holidays.

To join COMMUNITY simply fill in the form below and send off to:
FREEPOST PLUS RSBS-EBCB-HUZB, COMMUNITY, 67 TO 68 LONG ACRE,
LONDON, WC2E 9FA

Or Join online today at:

www.community-tu.org/join

Or Freephone:

0800 389 6332

