

Betting shops - supporting Scotland's economy



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Betting shops – supporting our town centres

Betting shops have been part of Scotland's high streets for over six decades. Every year, around 650,000 people in Scotland visit a high street bookmaker. At a time when many town centres are struggling with the loss of familiar high street names, betting shops provide an important economic stimulus for the wider retail sector. Unlike many other retailers, bookmakers are exempt from the Small Business Bonus Scheme and therefore pay significantly more in business rates than many of their retail counterparts.

Supporting economic development

Betting shops make a substantial contribution to Scotland's economy. Across Scotland, they employ 5,000 people and contribute over £115 million in taxes and rates. Each shop contributes around £8,100 in business rates, supporting vital public services. Although the number of shops continues to decline, employee numbers are rising.

The industry in numbers



*2016 figures

“Bookmakers are a key element of town centre life. As towns struggle through a period of intense change, we cannot afford to lose a stalwart of our town centres, our local bookmaker.”

Phil Prentice, Chief Officer, Scotland's Towns Partnership

The bookies at the heart of the community

Many of our shops have served their local communities for decades, becoming well established community hubs where customers can meet friends, watch live sport and enjoy a bet. In villages, towns and cities across Scotland there is an emphasis on staff getting to know their customers and creating a welcoming retail environment where people can bet responsibly. Industry leading tools ensure our staff are better placed to support customers in difficulty.



Tracey Campbell,
Area Manager, William Hill

“We always encourage our customers to bet responsibly and we train our staff to spot any signs of problem gambling. Our staff are very passionate about promoting responsible gambling, and they really care about their customers. For many, the local bookie is part of their daily routine. It’s a meeting place.”



Betty Stewart,
Customer, Cumnock

“I enjoy the atmosphere and the way the people treat me and that I’m getting to mix with people that I know and like. The staff are outstanding. They couldn’t do enough for me. I really think it’s wonderful to have something like this because I’d be lost otherwise. I love it.”





Julie Williams,
Freddie Williams Bookmakers,
Ayrshire

“We have a fantastic team who have the interests of their community foremost in their thoughts and actions. Not everyone who comes into our shops puts a bet on. Some come in for a chat with their friends, others just so we can book their taxi home. All are very welcome.”



Fiona Scott,
Support Manager, Coral

“Our punters are everything. When you come to work, you have a duty of care to your customers but, for me and my team, the relationship goes beyond compliance and responsible gambling. You become good friends with customers, even with their families. Having that personal connection makes it easier for us to address problem gambling.”



Why betting shops are the safer bet

With industry leading responsible gambling measures and 5,000 trained staff, betting shops are the safest place to bet responsibly.



No alcohol or ATMs in shops



National multi operator self exclusion scheme



'Think 21' age verification policy



World leading technology to monitor player behaviour



Binding Responsible Gambling Code

83%

of customers say self exclusion has been effective in reducing their gambling activity
(Source: Gamble Aware)



Ban on advertising gaming machines in shop windows



Low crime levels thanks to close working with Police Scotland



Regulated by the Gambling Commission and licensing authorities

The
Safer
Bet 

**Betting shops
have been part of
our high streets
for 55 years and
provide a safe
environment
where 650,000
people in Scotland
enjoy a flutter.**

Championing Scotland's Bookmakers

Find us online at abb.scot