

Response

Thank you for your request under the Freedom of Information Act 2000.

1. How many staff with a personal functional licence/personal management licence are currently employed with a criminal conviction/police caution?

A licence is granted to an individual and it is not reliant on them having a job in the gambling industry so of all those currently licenced, not all will be employed in the industry at any given time. When applying prospective licensees are expected to disclose any criminal convictions or police cautions and continue to do so throughout the duration of their licence but this is logged against individual accounts when assessments are made, we cannot draw a total figure from our systems due to the way the data is structured, we would have to manually review accounts.

Section 12 of the Freedom of Information Act 2000 (FOIA) makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for public authorities, such as the Commission, is set at £450. This represents the estimated cost of one person spending 2.5 working days in determining whether the department holds the information, locating, retrieving and extracting the information. We estimate that it would take in excess of 2.5 working days to determine appropriate material and locate, retrieve and extract any relevant information in reference to your request. If you are able to narrow your request, in terms of the timescale or type of complaint we should be able to provide some data by working up to the time limit.

2. How many staff that handle cash and have a personal functional licence/personal management licence have been subject to a formal disciplinary investigation related to the theft of money or loyalty card points during their employment in 2016?

We do not collect information on investigations carried out by operators into their staff as a matter of course and do not hold details of those which result in no action or a warning. However, when there is a serious incident which results in dismissal for gross misconduct, we should be notified. In cases of theft, this raises serious questions about suitability and will most likely lead to a review of their licence. If this results in a regulatory sanction, this will be published in our [sanction registers](#) where you can find all sanctions imposed in 2016.

A detailed explanation of the Commissions approach to regulation can be found in our [Licensing, compliance and enforcement under the Gambling Act 2005](#) policy statement.

I hope this information is of use to you however should you require further clarification be to hesitate to get in contact.

Review of the decision

If you are unhappy with the service you have received in relation to your Freedom of Information request and wish to make a complaint or request a review of our decision, you should write to FOI Team, Gambling Commission, 4th floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Gambling

Commission. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Request

I would like to make a freedom of information request for the following information:

How many staff with a personal functional licence/personal management licence are currently employed with a criminal conviction/police caution?

Total number of staff with a personal functional licence:

Total number of staff with a personal management licence:

How many staff that handle cash and have a personal functional licence/personal management licence have been subject to a formal disciplinary investigation related to the theft of money or loyalty card points during their employment in 2016?

And following the investigation what number of these staff were:

Number of staff with a personal functional licence/Number of staff with a personal management licence:

- A) dismissed
- B) received a disciplinary sanction
- C) resigned
- D) no case to answer
- E) other