



GAMBLING COMMISSION

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Providing up-to-date information and guidance on gambling licensing issues



Join our LinkedIn group *Licensing officers and licensing authorities*. It is aimed at helping licensing officers understand the key role LAs play in gambling regulation in Great Britain.

News

DCMS launches gambling review

The Department for Culture Media and Sport has **launched a call for evidence** regarding maximum stakes and prizes of gaming machines across all premises licensed under the Gambling Act 2005; the number and location of gaming machines across all licensed premises; and social responsibility measures to protect players and communities from gambling-related harm.

This includes looking at gambling advertising to understand whether we have the right measures in place to ensure that the young and vulnerable are protected.

This call for evidence will run for six weeks and will close on 4th December 2016, following which the Government will consider proposals.





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Public Space Protection Order (PSPO) approved – street gambling and gaming

Following a consultation in Lambeth and Westminster PSPO has been approved by Lambeth council to help the police to reduce Anti-Social Behaviour (ASB) associated with street gambling and gaming on Westminster Bridge and areas in its immediate vicinity.

The PSPO allows a ban of street gambling and gaming on the bridge and surrounding areas, and gives police more power to combat the issue. It is the first cross-border PSPO and will take effect from 31 October 2016 and remain in force for 3 years with a review undertaken with Westminster City Council and the police after 12 months.

Further details and associated [background information is available on Lambeth's website](#) (item 5 of Council meeting on 10 October)

CMA launches investigation into online gambling

We are supporting a [Competition and Markets Authority \(CMA\) investigation](#) into whether gambling operators are treating customers fairly.

Working with information supplied by the Commission and others the CMA has contacted a range of gambling operators to demand information about their use of potentially unfair terms and misleading practices.

This comes in response to concerns that consumers have raised about the industry on issues such as cancelling bets, altering odds after bets have been accepted, and offering misleading sign-up promotions.

Commission's drop in surgery at IOL's national training conference

We will be holding a drop in surgery on Thursday 17th November at the [Institute of Licensing's \(IOL\) national training conference](#) in Stratford upon Avon. Commission staff will be on hand to answer your questions and we will also have the first

module of the Commission/IOL e learning module on gambling machines available for you to try.

In the morning of the 17th we will be holding an interactive practical session on local premises risk assessments in gambling premises.

Commission presents to Scottish LSO group

On 5 October 2016, Commission staff gave a presentation in Paisley to the West of Scotland Licensing Standards Officer (LSO) Group covering the types of gambling issues that they might encounter whilst carrying out visits to pubs and clubs using their powers under the Licensing (Scotland) Act 2005.

The presentation was the last in a series of training sessions which Commission officers have given to the three regional LSO groups in Scotland with others having taken place in Aberdeen and Clackmannanshire over the last few months

Evaluation of the player awareness system implementation

The Responsible Gambling Trust has published a study by PwC that independently evaluates the Association of British Bookmaker's "Player Awareness System" for gaming machines in licensed betting offices.





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Commission renews partnership with Crimestoppers to combat corruption in sport

We have renewed our partnership with the charity Crimestoppers as part of an ongoing strategy to protect against match fixing, money laundering and illegal gambling.

As part of an information sharing initiative Crimestoppers will pass on reports from the public about gambling-related criminality or corruption to the Commission's Sports Betting Intelligence Unit at the same time as they are reported to the police.



Case Studies

Warrington council – machines in a social club

On receipt of intelligence that a sports and social club inside a mail sorting depot was siting too many machines which were not supervised, Warrington council and the Commission worked together to investigate. There was also concern expressed about problem gambling as some customers (all of whom are depot employees) were losing a lot of money.

On visiting the premises, four gaming machines were found sited, namely three category C and one category D, however the club gaming machine permit was only for 3 machines, category C and D. The club was also found to be non-compliant with the **codes of practice** which requires proper supervision of machines.

The club and the machine supplier acknowledged their lack of due diligence in siting more machines that allowed on their permit, and have removed the fourth machine, leaving only one category C and two category D machines. The club has also agreed to provide appropriate supervision of the machines.

As advised in last month's bulletin, the 10 year renewals of club machine and club gaming permits will start from 2017 and this will provide an ideal opportunity for LAs to visit all premises with such permits to ensure the permissions are being adhered to. Further information and supporting documents will be provided to LAs in November regarding the renewal process.

LAs are encouraged to send case studies for inclusion in future bulletins. Please supply details to info@gamblingcommission.gov.uk



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Advice and guidance

New and updated licensing authority inspection outcome letters and inspection guidance

To help local authority licensing officers ensure they meet their regulatory obligations under the Gambling Act 2005, we worked together with the Leicester, Leicestershire and Rutland Licensing Forum and Leicester and Leicestershire Enterprise Partnership (LLEP) to create templates for assessments at gambling premises.

The templates include reference to the social responsibility code provisions issued by the Commission under Section 153 of the Gambling Act 2005. The inclusion of these provisions will allow LAs throughout England and Wales to get a wider understanding for a premises/operators approach towards achieving compliance in areas that tie directly into community safety. We also jointly created a suite of letters to assist LAs in communicating the assessment outcome to operators.

This initiative aims to make gambling regulations easier to access and understand and supports regulatory services in providing advice and guidance to businesses on how to achieve compliance.

The templates are periodically reviewed to take into account changes made to the Licence Conditions and Codes of Practice (LCCP) and other relevant guidance and to incorporate feedback from users of the forms and businesses/individuals who have been the subject of an assessment and All of the forms have been republished to coincide with the latest version of the LCCP which takes effect on 31 October 2016.

Key changes include:

- New questions on social responsibility code provision 9.1 – ‘Gaming machines in gambling premises’. This applies to betting, bingo and casino inspection templates only;
- Rewording of inspection questions following feedback on topics such as: Research Education and Treatment (RET) for national/ regional operators, employment of young people where machines are sited, social responsibility at race tracks and lottery tickets in betting premises;
- Clarification on assessing age verification where there is a primary authority partnership in place;
- Updates within the unlicensed family entertainment permit inspection template relating to multi-use premises;
- Addition of a simple risk rating system for LAs to use as part of their inspection planning if required.





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Two new assessment templates have also been added to the documents

Machine monitoring checklist – This new form is aimed at assisting LAs when responding to reports of illegal machine siting. Effectively addressing illegal siting and supply can help to support legitimate licence holders.

Crime and Anti Money Laundering checklist – Another new form aimed at LAs and police which can be used to support the assessment of Money Laundering risk at licensed premises by checking compliance with regulatory requirements.

You can find the assessment updated templates and new on the [LLEP website](#), which also come into force at the end of this month.

Updated sections of GLA in force in relation to controlling where machines can be played

LAs are reminded that the new LCCP provisions in relation to controlling where gaming machines can be played, and associated changes to the [Guidance to Licensing Authorities](#) (parts 17, 18, 19) come into effect on 31st October 2016. LAs should refer to

the version on the website (and print replacements sections 17.55 – 17.62, 18.24 -18.31 and 19.21 - 19.28 of their hard copy GLA accordingly)

In relation to controlling where machines can be played revised guidance sets out the:

- policy objectives that underpin the approach to controlling where higher stake and prize gaming machines may be played
- new LCCP requirements for licensing authorities to take account of
- recommended approach to delivering the above policy objectives and the relevant powers available to licensing authorities

Where local authority officers have concerns regarding a novel or contentious premises applications, they should contact their compliance manager at the earliest opportunity and we will be happy to provide support.

The consolidated [Codes of Practice](#) document for LAs has also been updated to reflect these changes and some other changes to the prevention of crime associated with gambling.





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Machine entitlement and Temporary Event Notices

Following some recent enquiries on this topic, LAs are reminded that premises licensed to sell alcohol must switch off their gaming machines when a Temporary Event Notice (issued under the Licensing Act 2003 is in force.

Sections 279-284 of the Gambling Act set out that the machines, whether the automatic entitlement of two machines, or machines made available via a licensed premises gaming machine permits, are reliant on the on-premises alcohol licence (in England and Wales) being in force.

Therefore when another type of authorisation is being relied on e.g. the Temporary Event Notice, the machines cannot be used.

Case studies, templates and case law

To assist LAs with their responsibilities under the Act, we have updated and expanded the [LA compliance and enforcement information on the website](#).

[Relevant reading materials](#) and sources of information in relation to various topics namely:

- Gambling in pubs/clubs
- Poker in pubs/clubs
- Small society lotteries

which should make it easier for LAs to see at a glance the range of materials available to them on a particular topic.

In addition to [case law](#) that we consider would be of assistance to licensing authorities in the interpretation and application of the Act, we have a range of [case studies](#) exemplifying how some LAs have made effective use of their powers when regulating gambling locally including illegal betting, illegal poker, illegal machines and under age sales along with details of schemes such as Gamblewatch and Betwatch.

[Example letter templates](#) are also available, which LAs may wish to use when dealing with issues such as illegal machines, poker or betting in pubs.

We also have compiled a [list of sample](#) conditions that LA have attached to premises licences. These are provided for illustrative purposes only and are to illustrate the sorts of conditions a licensing authority may wish to think about when addressing similar evidenced based concerns within a local area.

[Examples of non-complex category D gaming machines](#) and information about how they should be correctly labelled as category D non-complex crane grab machines is also available in this section of the website.

Information sharing

GamCare's annual report

GamCare's report for 2015/16 sets out the services it provides to support problem gamblers. Over 46,000 calls were made to its national helpline and nearly 7000 problem gamblers received counselling. The report also explains GamCare's certification scheme of gambling premises.

GamCare already works with a number of LAs around the country and are keen to build on that partnership working – please contact info@gamcare.org.uk to find out more.





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Bookmakers keen to show a caring face

LAs may be interested in a recent [Racing Post article](#), which sets out what betting shops, led by the Association of British Bookmakers have done this year to put social responsibility at the heart of their businesses.

New policing priorities for Scotland

The recently announced Scottish Government [new Strategic Police Priorities](#) focused on the seven themes of localism, inclusion, prevention, responsiveness, collaborative working, accountability and adaptability.

The Scottish Government's Cabinet Secretary for Justice Michael Matheson MSP launched the priorities with Chief Constable Phil Gormley, Chair of the Scottish Police Authority Andrew Flanagan and COSLA's Community Wellbeing Spokesperson, Councillor Harry McGuigan.

Mr Matheson said: "I believe that the new Strategic Police Priorities, developed following extensive consultation with people from across Scotland and key partners, will be key to shaping the future of policing in this country and will ensure Police Scotland remain a progressive and forward-looking service."

Latest alcohol licence numbers for Scotland

In October, Scotland's Chief Statistician released the [Liquor licensing statistics Scotland 2015-16](#), detailing information on premises and personal licences in force, applications and reviews, as well as numbers of licensing standards officers employed and the number of occasional licences issued for Scotland.

Overall the number of premises licences in force on 31 March 2016 was just over 16,700, showing a very slight upward trend over the last six years, increasing by 2 per cent since March 2011.

The figures also suggested that Scottish local authorities employed a full-time equivalent of 57 licensing standards officers at March 2016, three fewer than a year earlier.

Gambling training modules for LAs

We have a number of refresher modules for licensing officers on topics which compliance managers can deliver these at regional/IOL licensing meetings. These have been recently updated to reflect the changes in GLA5, new case studies and materials. Modules available are:

- Illegal betting in pubs
- Poker in pubs
- Small society lotteries
- Club gaming and club machine permits
- Test purchasing in England and Wales
- Gaming machines
- Betting at tracks
- Money laundering (for police/LAs)
- Police powers on conducting gambling premises inspections (in gambling premises and alcohol licensed premises in England and Wales).

If you are interested in receiving training, please contact your local compliance manager.





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FAQ of the month

This month's featured Frequently Asked Question is: How can I check that a gambling website is licensed by the Gambling Commission?

The answer sets out that licensed gambling businesses must display that they are licensed and provide a link to our licence register where you can see what type of activities they are allowed to offer and also if we have taken any regulatory action against them, and goes on to tell you what to look out for on a gambling website.

The FAQ section hosts a range of questions on different topics including gaming machines, poker, lotteries, betting, bingo and casinos. Additionally there are FAQs about the size of the gambling market, information about problem gambling and online gaming. LAs are encouraged to signpost applicants and their local residents to this section as well as use it as a source of reference themselves.

List of Primary Authority gambling agreements and details of introductory courses

Gambling Primary Authorities (PA) agreements signed to date. LAs are reminded that there is no restriction on any LAs wishing to undertake proactive test purchasing activity where the PA has not developed a National Inspection Strategy.

Regulatory Delivery is currently offering a number of free introductory sessions on Primary Authority for local authority officers. Further details on the PA website.



List of Primary Authority gambling agreements

Gambling Primary Authorities (PA) agreements signed to date. LAs are reminded that there is no restriction on any LAs wishing to undertake proactive test purchasing activity where the PA has not developed a National Inspection Strategy. Regulatory Delivery is currently offering a number of free introductory sessions on Primary Authority for local authority officers. Further details on the [PA website](#).

- Milton Keynes - Ladbrokes
(with National Inspection Strategy)
- London Borough of Newham - Corals
(with National Inspection Strategy)
- Reading - Paddy Power
(with National Inspection Strategy)
- Reading - BACTA
- Reading - ABB
- Reading - Welcome Break
- Westminster - William Hill





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LAs should check the [Primary Authority register](#) to see which trade association members have signed up to the BACTA and ABB agreements. (Note: you need to search for Reading or for the name of the operator itself.)

Quick guides: now more print friendly

LAs are reminded that we have a number of quick guides. Some are designed to give to operators when undertaking visits; others provide an accessible 'how to' for licensing staff.

Following feedback from LAs, print friendly versions of these quick guides are now available: just click on the line at the front of each quick guide 'Click here for printable version' and make sure you set to print on both sides of the paper...

- [Money laundering](#)
- [Gaming machines in pubs](#)
- [Race night, casino night or poker night](#)
- [Members club or commercial club](#)
- [Poker in clubs](#)
- [Poker in pubs](#)
- [Facilitating betting in pubs is illegal](#)
- [Skills with prizes](#)
- [Illegal gaming machines](#)
- [Lottery ticket dispensers and B3A machines](#)
- [Illegal siting of gaming machines](#)
- [Fairs and fairgrounds](#)
- [Society lotteries, ELMs & service providers](#)
- [Running a lottery](#)
- [Running prize competitions and free draws](#)
- [Multi-activity sites](#)

We have also published a couple of quick guides for consumers which LAs may wish to promote on their own websites:

- [Gambling safely – a quick guide for parents and others](#)
- [What to look out for before gambling](#)

Gambling Act statutory notices and forms

Licensing authorities are advised that DCMS has asked the Commission to host all the [statutory notices and application forms](#) on the Commission's website as they are no longer available on the DCMS website.

Using the right forms

It is a statutory requirement that you use the correct forms to give proper notice of applications, variations etc to all responsible authorities (part 3, s 12 and 13 of the Gambling Act 2005 (Premises Licences and Provisional Statements) Regulations 2007).

Licensing authorities also have statutory duties to notify the Commission as well as the applicant and other responsible authorities, of grant/rejection of applications (new, variations, transfers etc) as well as the revocation, surrender or lapse of a premises licence using the correct statutory forms.

Having all the statutory forms (both in English and in Welsh) in one place should help you to comply with those statutory processes.

Additionally we are aware that the gambling pages on many LA websites signpost applicants to the DCMS website for more information.

As you will know the separate government departments now all use the www.gov.uk website and much of the historic gambling material is no longer available. LAs may wish to review and update their websites, signposting to the Commission's website where appropriate.





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Premises licence register

Licensing authorities are reminded that the information on the publicly available [premises register](#) is based on the statutory notifications received from LAs regarding grants, variations, revocations, lapses etc, and is updated monthly. LAs are encouraged to use email to submit details of grants, transfers, notices, revocations, permits sending **all** necessary correspondence to info@gamblingcommission.gov.uk.

In relation to gaming machines, please only share notices of grant/rejection of Club Machines Permits and Gaming Machine Permits, as there is no requirement to advise us when an alcohol licence holder submits their notification for an automatic entitlement to two gaming machines.

However LAs must keep a record of how many automatic entitlement notifications it receives each year, as that information is requested in the annual LA returns.

Find operating licence holders

We also [publish](#) the names of all companies and individuals who hold, or have applied for, operating licences in Great Britain along with the names of companies or individuals whose licences have lapsed, been revoked, forfeited, expired, suspended or surrendered in the last six months. LAs are reminded to check the operator licence quoted on premises applications with the register before granting a premises licence.

An application for premises licence may only be made by persons who have an operating licence which allows them to carry out the proposed activity, for example a bingo operating licence for a bingo premises, or have applied for an operating licence (although the premises licence cannot be determined until an operating licence has been issued).

Change of licensing personnel?

We try to ensure our contact records are up-to-date, but please help us out by letting us know when there are any changes of gambling contacts in your LA so that our communications reach the correct person.





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Join our LinkedIn group

The Gambling Commission, **licensing officers and LA group** is aimed at helping licensing officers understand the key role LAs play in gambling regulation in Great Britain.



Members can share good practice and find out how LAs have a number of regulatory functions including issuing premises licences, regulating gaming and gaming machines in clubs and pubs, inspection and enforcement of licences and lots more.

Keeping gambling fair and safe for all
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