

# licensing authority bulletin

June 2018

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

## News

### Government review of gaming machines

The Government has published its [review of gaming machines and social responsibility measures](#). As part of the review the Government has decided that the maximum stakes on Fixed Odds Betting Terminals (FOBTs) will be reduced from £100 to £2 (Note: no change in prize level has been proposed so it will remain at £500).

- there is no intention to change the stakes and prizes on any other category of machine
- increased player protections on B1 and B3 machines will be introduced
- we will work with industry to explore tracked play options on all Category B machines
- Public Health England will carry out a review of the evidence relating to the public health harms of gambling
- a major multi-million pound advertising campaign promoting responsible gambling, supported by industry and GambleAware, will be launched later this year
- the Industry Group for Responsible Gambling (IGRG) has amended its code to ensure that a responsible gambling message will appear for the duration of all TV adverts.

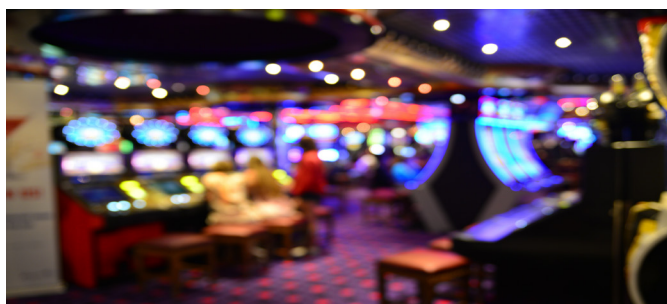
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With regards to timescales, section 2.11 of the DCMS response states “In regard to the maximum stakes on B2 gaming machines, changes will be through regulations in Parliament. The move will need parliamentary approval and we will also want to engage with the gambling industry to ensure they are given sufficient time to implement and complete the technological changes. Other commitments will be taken forward along different timings which we have set out in more detail later on in this document. An Impact Assessment containing a cost/benefit analysis of the final proposals has been published alongside this document.”

LAs do not need to do anything whilst we await clarification around the timescales. However if you are including a table of stakes and prizes in your current Statement of Policy review then we suggest you just add a footnote to say the stakes are subject to change (if you have not done so already).

If you have suggested specific local risk assessment requirements in relation to B2 machines in your Policy, you may want to review the wording and consider making it more generic - either applicable to all category B machines or all machines, as appropriate.

As advised in the March LA bulletin the betting operator Ladbrokes/Coral has successfully applied for a variation to its operator licence to enable it to apply for adult gaming centre premises. They are in the process of trialling this in three premises in the Midlands. Now that the DCMS response has been published, other operators may experiment with new methods of offering gambling, either within an existing premises or in new premises. Please contact your Compliance Manager if you receive an application which gives you cause for concern.



## RGSB publishes annual update on National Responsible Gambling Strategy

The Responsible Gambling Strategy Board (RGSB) has today published its [annual assessment](#) of how much progress has been made with delivering year two of the three year National Responsible Gambling Strategy. It sets out the progress made in the delivery of the 12 Priority Actions in the Strategy, and identifies that more needs to be done to increase the pace of delivery over the next and final year and the report also includes an updated estimate of the funding required to deliver the research, education and treatment (RET) elements of the Strategy effectively. The Commission [responded](#) to the publication, acknowledging that much is still needed to be done to protect consumers from gambling related harm.

## No betting in pubs

We are aware that during previous international sporting events some pubs asked their LAs if they could offer betting. In the run up to and during the FIFA World Cup 2018 similar enquiries could be made, so LAs may find the quick guide [facilitating betting in pubs and clubs is illegal](#) a useful resource to share with local licensed premises to make it clear that betting in pubs and clubs is not permitted.

## Unlicensed operator sentenced

A man who offered gambling without a licence and threatened to kill one of his customers has received a suspended prison sentence. Mark Callow, 50, of Billericay, Essex, admitted providing facilities for gambling without a licence and threats to kill when he appeared at Derby Crown Court.

The Court heard how Callow would approach consumers at racetracks and offer to take bets via WhatsApp for events occurring at a later date. Callow was sentenced to 12 months jail, suspended for two years, for the threats to kill and four months jail, suspended for two years, for the provision of gambling without a licence. He will also complete 150 hours community service and be subject to a 10 year restraining order which means he cannot contact a complainant involved in the case. The Crown Prosecution Service prosecuted the provision of facilities for gambling without a licence on behalf of the Commission.



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## IOL week of action

We are once again supporting the Institute of Licensing's week of action (18– 22 June). If your LA/local police are interested in undertaking some joint visits that week with your compliance manager to gambling premises or alcohol licensed premises, doing some test purchasing or receiving some gambling training then please contact your local compliance manager. We already have a number of joint activities lined up around the country but would like to improve on last year's successes.

## Dirty money laundered in FOBTs

[Eight men were jailed](#) for stealing nearly £200,000 from cash-in -transit vans in the Manchester area between August 2016 – June 2017 and then laundering the stolen dye stained cash in betting terminals. They would use the machines for a short time, if at all, then press the 'cash out' button, which provided them with a credit note, which was handed in to the cashier and the gang would leave with clean bank notes. The bookmakers would only realise at the end of the working day.

## Stakeholder meetings in Scotland

Over recent weeks we have engaged with a number of co-regulatory partners in Scotland to highlight our work and to seek the continued support of licensing boards, councils and their officers for initiatives promoting better compliance amongst gambling operators. We addressed a branch meeting of SOLACE – Scotland which included Chief Executives and senior officers from all of the 32 councils in Scotland. A meeting was also held with COSLA, the umbrella body for Scottish councils. Additionally the Commission's May Board meeting was held in Edinburgh – and the evening before the Board meeting took place, our Chair Bill Moyes, commissioner John Baillie, Neil McArthur and Tim Miller joined a roundtable meeting with Scottish parliamentarians, councillors and other stakeholders chaired by Bob Doris MSP.



## Case studies

### Hambleton District Council tackling underage gambling

Last year, Hambleton District Council's CCTV operators observed some suspicious activity outside a high street betting premises in the district. A group of youths were seen congregating outside a betting shop and they appeared to be approaching adults to place bets on their behalf. The information was provided to the council's licensing team and an investigation followed.

The premises were closely monitored thereafter and officers witnessed repeated attempts by the youths to not only place bets with the aid of adults passing by but also to enter the premises to pick up football coupons and, on one occasion, to place bets themselves.

The apparent offenders were subsequently identified via CCTV images with assistance from officers of North Yorkshire Police. Council officers (working in partnership with the Commission's local compliance manager) made arrangements to speak with the bookmakers' senior management.

The council and the Commission sought assurances from the bookmakers' representatives that appropriate action would be taken to resolve this matter. A number of corrective measures were discussed to ensure that all staff remained vigilant with underage persons attempting to enter the premises (to place bets or otherwise) and to ensure that adults are prevented from placing bets on behalf of anyone under the age of 18 years.

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On inspection of the premises soon afterwards, officers of the council and the Commission were satisfied that the bookmaker had taken appropriate action to resolve the matter informally. The youths and the adults identified by the CCTV images all received banning orders, refresher training had been undertaken or arranged with all members of staff, maglock and screen entry systems had been installed at the front door to control access to the premises and the football coupons had been moved to make them far less accessible in the unlikely event of any unauthorised entry. They also shared the information with another local operator and banning orders were also applied to these premises as a preventative measure.

Interestingly, the bookmakers has since indicated that its profits have actually grown following their decision to restrict access to the premises. It is believed that, since the youths were no longer congregating and certain individuals were no longer permitted to enter, the environment in and around the premises had improved the overall experience for other customers.

## Mapping reported crime in London Borough of Harrow

All of the betting premises, AGCs and bingo premises in Harrow have been uploaded onto freely available website maps such as mapcustomizer.com and zeemaps.com, which allow for the bulk uploading of premises' addresses from an Excel spreadsheet. Location of pubs and pawnbrokers/ payday loan shops are also plotted on one map, and it is intended other sensitive premises will be added at a future date.

Harrow's police licensing officer provides details of reported crimes in licensed gambling premises (mainly betting shops) to Harrow council's licensing team on a monthly basis. The LA then collates this information by:

- premises
- crime type
- location
- operator
- time of day
- whether or not the offence appears to be related to gambling.

Reported crimes since January 2017 are plotted and categorised as:

- violence to staff
- theft
- criminal damage
- violence to customer/member of the public
- fraud.

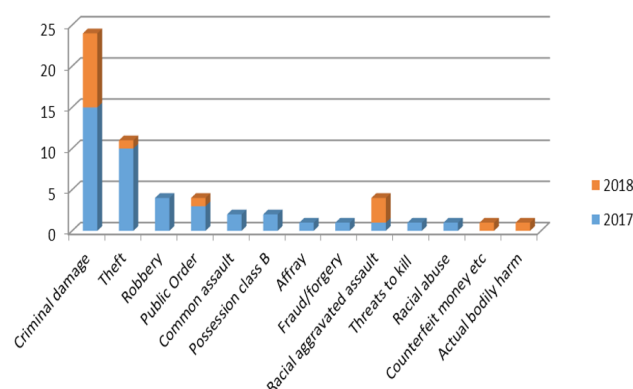
There are two tools to view the maps using [zeemaps.com](https://zeemaps.com) and [mapcustomizer.com](https://mapcustomizer.com).

A filter makes it possible to view the number and type of crimes for individual premises, to locate all the premises where a particular type of crime has occurred, or to compare crime types between 2017 and 2018.

Both the monthly collated statistics and the map are shared with Harrow Betwatch and the Commission's compliance manager and will form part of the council's local area profile.

The information also provides the basis for the LA's gambling inspection programme, under which a quarter of high-risk betting premises are inspected each year. It has also provided information for the LA to make a submission about a planning application for a new betting premises proposed to be located between two premises that currently have the highest number of reported offences.

Examples of reported crimes in Harrow by type:



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Examples of reported crimes in Harrow by time:



## Public health in Wirral focuses on gambling-related harm

The theme for Wirral Council's Public Health Annual Report for 2018-2019 is gambling related harm. The public health team at Wirral have talked to local people in developing this report and recommendations for action. The work has highlighted how harmful gambling has affected local individuals and how this harm extends across local neighbourhoods. A set of recommendations will be put into place over the next year with collaboration from the local licensing team and a specialised treatment provider, with the intention to prevent further harm from occurring and minimise the harm currently being experienced by those affected. LAs and police are encouraged to send case studies for inclusion in future bulletins. Please supply details to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk)

## Special Feature

### Public health and gambling

One of the most significant steps in ensuring that we regulate gambling to effectively protect the young and vulnerable over the last two years has been the increasing engagement of public health. This has happened at local, regional and national levels. We are committed to supporting these developments. The good news for those who are unfamiliar with the area is that there is already a considerable body of knowledge and expertise available. The [public health and safeguarding toolkit](#) is designed to act as the repository of all the latest news and resources.

### The national perspective

We are working with Public Health England, Public Health Wales and the Scottish Government as well as the Responsible Gambling Strategy Board (RGSB) to promote the importance of problem gambling being recognised as a public health issue. The UK Government has [published its priorities](#) for Public Health England 2018/19 which for the first time includes problem gambling. The second chapter of the Chief Medical Officer for Wales 2017/18 report [Gambling with our Health](#) focuses on the emerging public health issue in Wales of gambling related harm and RGSB published a paper in December 2016 on [gambling related harm as a public health issue](#).

### Making the links with public health teams

We are aware that across the country initial engagement with public health teams can be a challenge so we have published an advice note setting out the rationale, however the key themes are:

- Public health and licensing are both concerned with protecting the same or overlapping groups of people. For males identified as problem or at risk gamblers alcohol consumption is higher. Similarly with smoking. Self-reported anxiety and depression is higher in problem gamblers as is a mental health disorder. The distribution of gambling machines in Great Britain (GB) displays a significant association with areas of socio-economic deprivation.
- The likelihood is that public health teams are already targeting those at risk of gambling harm or who are already problem gamblers, but the teams are probably not aware that this is the case. Gambling is often referred to as a 'hidden addiction' and research indicates that problem gamblers are reluctant to disclose their condition. It is also becoming clear that front line staff are very rarely screening for gambling problems.
- The scale of the problem is large. The Gambling Behaviour in GB report (2015) data indicates there are 430,000 problem gamblers in GB, and it is estimated that there are 2 million at risk and 4.2 million affected others. The annual fiscal (only) cost to the State is estimated to be £1.2bn. Every local authority will have its share of problem and at-risk gamblers.



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We recognise that public health resources are limited. It is **not** being suggested that public health devote resources to the treatment of problem gamblers. Rather they are able, through frontline services, to ensure staff are aware of the issue, recognise the overlaps with individuals they are already coming into contact with and have the systems in place to offer referral to existing accredited providers. [GamCare](#) and [GambleAware](#) will be able to assist with this.

## Local gambling regulation

The third licensing objective in the Gambling Act 2005 (the Act) is to protect the young and vulnerable. Thanks to research over the last three years we now know a great deal more about exactly who is vulnerable, not least through the [Geofutures research](#) and more recently research for [Leeds City Council](#).

An effective licensing regime, including robust compliance and inspection, can ensure that these vulnerable groups are sufficiently protected in their neighbourhood. Public health, with their expertise and knowledge of these vulnerable groups, can help inform the work of licensing teams.

Public health already hold a great deal of data as to the profile and location of these groups and therefore can contribute to a more robust local area profile (or heat map) of the area, which in turn will inform the risk profile to guide the focus of gambling compliance and inspection activity.

The Leeds research, alongside other studies, also indicates that students, the homeless, newcomers and those engaged with the criminal justice system are more likely to experience gambling harm. However the research also suggests that a lack of local screening for gambling issues means that the extent of the problem is largely unknown within a specific authority. If the person with rent arrears or mental ill health doesn't disclose an underlying gambling problem then they are unlikely to receive the support they need.

Furthermore very often licensing, public health and frontline agencies like debt advice services and mental health professionals will not know of the referral routes for someone with a gambling problem. Also they may well not be aware what provision exists locally. Multi-agency awareness of delivery routes and local provision is essential to deliver the support individuals require and to prevent further harm to them and those close to them.

We have also been working to develop gambling data sets, drawn from the Scottish Health Survey 2016, for each of the Health Board areas in Scotland. This data is intended to be used by licensing boards to help inform their new statements of gambling policy. A [Scotland summary document](#) highlighting key gambling data by health board area has been circulated to licensing board clerks and other key stakeholders. Full copies of all the data sets for each Health Board area in Scotland are available from us on request.

## Our key recommendations:

- Local public health teams recognise gambling-related harm as a public health issue and its relevance in assessing risk to the wellbeing of their communities
- Public health engages strategically to inform the work of their LAs and in particular ensures that the current Statement of Policy for gambling reflects current risks and knowledge
- Awareness of gambling problems and their symptoms is raised with frontline health professionals and other agencies where problem gamblers may present themselves eg debt advice, mental health and homelessness services, student support agencies.
- Develop pathways to accredited agencies for gambling support services
- Given multiple and interrelated areas of interest public health works with Safeguarding Boards (young boards (young and vulnerable) and Child Protection Committees in Scotland to maximise effective delivery.



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## Advice and guidance updates

### Updated LLEP- LA gambling assessment templates

We continue to work on a project to develop a range of documents intended to assist LA teams when carrying out inspections of gambling premises. The work is carried out through a partnership between the Commission, members of the Leicestershire Licensing Forum and the Leicester, Leicestershire and Rutland Enterprise Partnership (LLEP).

Since the project started in 2013, there has been a focus on making sure that the documents reflect changes to the Licence Conditions and Codes of Practice (LCCP) and any associated guidance issued by us. This most recent update has a slightly different focus. Through partnership working and use of the documents by LAs, often with the support of Commission compliance managers, it was identified that it would be beneficial to look at usability of the documents in an inspection situation. This review looked at how the templates ‘flowed’ and how clear the questions were to follow during an assessment.

The main changes that LAs will see in the forms (version six) is a reorganisation of the question set to group requirements into more defined sections and a rewording of the questions themselves. We have also added a number of information boxes directly under the corresponding questions where further advice or signposting to sources of information may be useful.

- In general, the forms are ordered so that a ‘pre-assessment’ section appears first. This encourages users to gather information which may be useful/ necessary prior to assessment, such as specific requirements of the premises licence, details shown on the plan and whether the licence holder has entered into a Primary Authority Agreement.
- Following this is a ‘visual assessment’ section which focusses on socially responsible messaging, marketing and advertising and terms and conditions.

- Next are two sections which specifically look at how the premises licence holder is promoting the Licensing Objective ‘Protecting children and other vulnerable persons from being harmed or exploited by gambling’.
- The next section looks at any requirements which are specific to the type of gambling offered and the final section is to record assessment findings.

The intention is that the new format will encourage more efficient assessments which allow LA to assess compliance more effectively and minimise impact on the operator.

It’s important that the project takes into account the opinion of the document users (LAs and the Police), those who are the subject of assessments (gambling premises licence holders and their representatives) and our partner agencies, all of which have provided useful comments. The project is particularly grateful for the input of the licensing teams of Wirral Council and Telford and Wrekin Council who recently worked with the project to test the new templates and provide useful and practical comments on their effectiveness.

We are also keen that LAs share the findings from their assessments with us so that we can build a broader picture of compliance, so please send a copy of your inspection outcome letters (or equivalent) to your local compliance manager.

The [LLEP project’s website](#) has been updated with the new versions of the forms. If you had previously downloaded the assessment forms – please replace them with the updated versions.

### Police role in gambling premises application process

We have produced [an information note for the police](#) describing their role in the various functions carried out by licensing authorities when they consider applications for gambling licences and permits under the Gambling Act 2005 (the Act), as well as in the review and appeals process under the Act. It does not offer guidance as to other legislation and powers.

The information note is part of our [crime and joint working toolkit](#) also includes information about set-



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ting up Betwatch schemes, police powers under the Gambling Act and information about money laundering in gambling premises.

## Lottery ticket vending machines

We are aware of several companies who are offering lottery ticket vending machines (LTVM) to pubs, stating that the pub will earn a profit from the ticket sales. This is contrary to the Gambling Act 2005 and society lotteries guidance, which state that it is an offence to use lottery proceeds for a purpose other than the promoted cause and they are not to be promoted for commercial gain.

The issue appears to be concentrated in the South East of England. We are actively pursuing the matter however we would encourage LAs to raise awareness of this problem with the pub and club sector, perhaps through [Pubwatch schemes](#) or similar channels. Not only is this activity illegal but it also damages the charities who are the rightful beneficiaries of lottery schemes. LAs are encouraged to request that staff who are conducting inspections of pubs and clubs also check on lottery ticket vending machines and ensure that they are not being run for profit. This [quick guide](#) explains what lottery ticket machines do, and the Commission published further guidance earlier this year on lottery [ticket dispensing machines](#). We have also shared this information with the British Beer and Pub Association and the Morning Advertiser publication and have written to gaming machine suppliers and external lottery managers.

## Upgrade to advice on lotteries



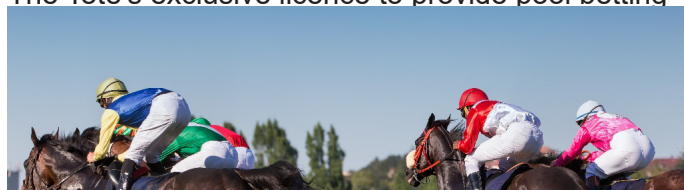
## competition and free draws

Our [guidance on the distinction between lotteries, prize competitions and free draws](#) has been updated at section 4.3 to say that where there is a choice of entry in a free draw, one paid and one free; “the choice is publicised so that it is likely to come to the attention of all those intending to participate. The Commission’s view is that all choices of entry method (paid or unpaid) should be equally publicised together on the same page, and one should not be more or less prominent than the other”.

This change clarifies our guidance on what those promoting ‘free draws’ need to do to satisfy the requirements in the Act. It is also in line with an [ASA ruling](#) in a ‘house raffle’ promoted as a free draw.

## Changes to the horse-race pool betting landscape

The Tote’s exclusive licence to provide pool betting



on British horseracing expires on 12 July 2018. We envisage that the marketplace will evolve over the coming months. We have published some [guidance](#) in relation to the licensing arrangements which may emerge, the recording of Gross Gambling Yield and the need for consumer transparency.

Of particular interest to licensing authorities is the impact on the pool betting facilities offered under an Occasional Use Notice at Point to Point racing meetings. Currently such provision is lawfully provided under an authorisation provided by the Tote. As of October 2017, 27 Point to Point racing organisers held such an authorisation. Any authorisations granted to individuals under the terms of the Tote’s exclusive licence will cease to have effect as of 13 July 2018. Thereafter, pool betting at these locations can only be provided by the holder of a pool betting licence or through a new authorisation provided by a pool betting licensee. We have liaised with the Point to Point community about this matter but would also ask that you consider this point when served with an Occasional Use Notice in the future.

## Wrong number?



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We have become aware that a number of LAs have the wrong telephone number for the Commission on their websites/gambling materials. Please ensure that you use the main telephone number 0121 230 6666 if you are signposting the Commission from your website.

## Information sharing

### Industry statistics update published

We have published our updated the six month update to the [gambling industry statistics](#). Figures provide a snapshot of activity, market changes and trends across all gambling sectors for the period October 2016 to September 2017. And headlines include:

- £13.9bn gross gambling yield (GGY) of the Great Britain gambling industry (0.7% increase from Apr 2016 - Mar 2017)
- £4.9bn total GGY for the online sector (3.7% increase from Apr 2016 - Mar 2017)
- 35% market share of the remote sector (1.0% increase from Apr 2016 – Mar 2017)
- 106,366 total number of employees in the Great Britain gambling industry (0.8% decrease from Mar 2017)
- 8,532 total number of betting shops in Great Britain (3.2% decrease from Mar 2017)
- 183,928 total number of gaming machines in Great Britain (0.7% decrease from Apr 2016 – Mar 2017) (excludes those requiring only a local authority permit)
- 649 total number of bingo premises in Great Britain (Mar 2018) (2.0% increase from Mar 2017)
- 152 total number of casino premises in Great Britain (Mar 2018) (2 more than Mar 2017)
- 1,810 total number of licensed arcades in Great Britain (Mar 2018) (3.5% decrease from Mar 2017).

### LGA conference on tackling problem gambling

The Local Government Association is holding a conference on 10 July in London on “[a whole council approach to tackling problem gambling](#)”. The conference will work with public health and other council teams to understand problem gambling in their areas and strengthen the way councils respond to local residents experiencing issues with gambling.

### Gambling training modules for LAs

We have a number of refresher modules for licensing officers which compliance managers can deliver at regional/IOL licensing meetings. Modules available are:

- Safeguarding
- Money laundering
- 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
- Police powers on conducting gambling premises inspections (in gambling premises and alcohol licensed premises in England and Wales)
- Permit renewals

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

### E-learning modules

We have been working with the Institute of Licensing (IOL) to produce a series of e-learning modules on gaming machines and how they are regulated.

#### Module 1 covers:

- The role of LAs in the regulation of gambling
- What is a gaming machine
- The various types of gaming machines

#### Module 2 covers:

- The physical components of a gaming machine
- How gaming machines work
- The signage displayed on gaming machines

#### Module 3 covers:

- Compliant machines in inappropriate places (illegal siting)
- Examples of types of non-compliant machines
- How to take regulatory action

These modules can be accessed by anybody. You can access these modules via the [IOL website](#), and they are CPD accredited (based on a 30 minute average).

Once on the website simply click on the ‘e-learning’ tab on the top right, then log in if you have an existing account, or request a log in via [membership@instituteoflicensing.org](mailto:membership@instituteoflicensing.org) to get started.

Please note, that the gaming machines sector is a

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diverse and complex one and this training is only designed to give a basic introduction, for help with complex issues seek specialist advice.

We are considering topics for future e-learning modules for licensing authorities and police, please submit suggestions to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk).

## Reference materials

### List of Primary Authority gambling agreements

Details of the current gambling [Primary Authorities \(PA\) agreements](#) signed to date, and the impact on PA have on inspections is available on [our website](#). Please note that the Primary Authority partnership between Paddy Power and Reading no longer includes a National Inspection Strategy.

Officers can access further information, including FAQs, on the [Primary Authority Register](#) in advance of an inspection of an operator with an inspection plan or primary authority advice on age verification in place to assist with getting the most out of the visit.



### Quick guides and template letters

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:

- [Statement of Principles \(for councillors\)](#)
  - [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 and clubs is illegal](#)
  - [Skills with prizes](#)
  - [Illegal gaming machines](#)
  - [Comparing lottery ticket dispensers and B3A machines](#)
  - [Illegal siting of gaming machines](#)
  - [Fairs and fairgrounds](#)
  - [Running a lottery](#)
  - [Running prize competitions and free draws](#)
  - [Multi-activity sites](#)
  - [Police statutory powers under the Gambling Act](#)
- [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.

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

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

### Gambling Act statutory notices and forms

LAs 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



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

LAs also have statutory duties to notify the Commission as well as the applicant and other responsible authorities of the 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](http://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.

## Statutory notifications and premises licence register

LAs 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 by sending **all** necessary correspondence to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk). Where email notification has been made it is not necessary to follow up by post. 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 6 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.

## Join our LinkedIn group

The [licensing officers and LAs group](#) is aimed at helping licensing officers understand the key role LAs play in gambling regulation in Great Britain.

You 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.

You can also follow [the LinkedIn Gambling Commission company page](#).

**making gambling fairer and safer**  
[www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)