

## Information exchange between the Gambling Commission and Licensing Authorities

Consultation document, November 2006

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### 1. Introduction

1.1. The introduction of three types of licence<sup>1</sup> and the interrelationship between them means that the Gambling Commission (the Commission) will have to develop information exchange systems with Licensing Authorities. As Licensing Authorities vary in terms of size and expertise it will be important to try to standardise the type of information sought and received.

1.2. The Act empowers the Commission to seek information from Licensing Authorities and places an obligation on Authorities to comply with information requests. Section 29 of the Act allows the Commission to request information from Licensing Authorities providing it is:

- part of a register, or
- in the authority's possession in connection with a provision of the Gambling Act.

1.3. The Commission will seek to minimise duplication of information exchange but will need accurate data and up to date information on premises licences and permits from Licensing Authorities.

1.4. The Commission has identified six classes of information that will be exchanged between Licensing Authorities and the gambling Commission:

#### ***Information on specific premises or lotteries that Licensing Authorities are required by the Act to send to the Commission***

1.5. The Act places obligations on the Licensing Authorities to provide information to the Commission in relation to premises licences applied for and issued and the small society lotteries that Licensing Authorities register. These requirements are set out in part 2 of this document.

#### ***Information on specific operators that the Commission will make available to Licensing Authorities***

1.6. Applicants for premises licences must have applied for, and hold, a valid operating licence before the premises licence is issued. As a responsible authority the Commission may ask for a review of a premises licence. The points at which information will need to be exchanged are set out in part 3.

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<sup>1</sup> Operating and personal licences issued by the Gambling Commission and personal licences issued by Licensing Authorities.

***Intelligence exchanged between Licensing Authorities and the Commission***

1.7. To ensure compliance with licences conditions and that appropriate enforcement action is taken, information on the misconduct of gambling operators and illegal gambling needs to be exchanged. This is discussed in part 4.

***Information on the incidence and conduct of gambling in Great Britain***

1.8. The Commission will seek information from Licensing Authorities to enable it to fulfil the requirements of section 26 of the Act – its duty to advise the Secretary of State on the incidence of gambling, the manner in which gambling is carried on, the effects of gambling and the regulation of gambling. This is set out in part 5.

***Information that will inform the Commission’s compliance and enforcement model***

1.9. The activity that Licensing Authorities will undertake in relation to premises licences may have an impact on the Commission’s compliance and enforcement model. The information that the Commission proposes to request from Licensing Authorities is set out in part 6.

***General information on gambling***

1.10. The Commission proposes to collate information of interest to Licensing Authorities and the wider public on matters related to gambling and make it available through a number of channels. This is discussed in part 7.

**Consultation responses**

1.11. The Commission is committed to full and open consultation and would welcome comments on this document. This is a six week consultation period in order that the final document can be produced as early as possible as requested by licensing authorities. The consultation period will close on 12 January 2007. Please see section 8 for details of how to respond.

## 2. Information on specific premises that Licensing Authorities are required to send to the Commission

2.1. The process for considering applications, reviews and transfers of premises licences will require information to be exchanged between the Commission and the Licensing Authority.

2.2. There are a number of separate phases or actions associated with the processing of premises licenses which will result in the transfer of information between the Licensing Authorities and the Commission. These are:

- applications for grandfather rights;
- applications for new premises licences;
- the consideration of an application;
- a review by the issuing Licensing Authority; and
- licence variations including transfer, lapse and reinstatement.

### Applications for grandfather rights

2.3. Premises with permission to operate as a gambling premises granted under previous legislation e.g. licensed betting offices or arcades with the relevant permits will be entitled to grandfather rights by virtue of Regulations made under the Gambling Act 2005. This means that they cannot be refused a licence by the Licensing Authority. There will be a separate application process for grandfathered premises licences. There are two ways to get a licence; fast-track and standard-route, the differences are:

#### **Fast Track**

2.4. Under the fast track route an applicant completes the application form and submits a plan of the premises and states that they accept the new default and mandatory licensing conditions and will comply with the requirements of the licence. The applicant does not have to notify responsible authorities (including the Gambling Commission), nor do they need to advertise their application.

2.5. The Authority has to issue the licence without a hearing (as there are no representations) and cannot add any additional local premises licence conditions nor can they amend a default condition. The Licensing Authority will, however, check the application to ensure that it does not indicate that the applicant will be in breach of the mandatory and default conditions when the Act comes into force. This means that even if, for example, they have a policy to require door supervisors at adult gaming centres an Authority cannot attach this condition to a fast tracked application.

#### **Standard route**

2.6. If an applicant wishes to vary a default condition they can apply for a premises licence under the standard route. The applicant is required to complete the application form, submit a plan of the premises and state the changes it is requesting from the default conditions. The applicant has to notify responsible authorities (including the Gambling Commission), and advertise their application. Where possible, applicants for grandfather rights under the standard route should be encouraged to send notifications of applications by email to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk). If this is not possible they should be sent to Licensing Team at the Commission (see paragraph 7.7). It would be helpful if Licensing Authorities could include these addresses in their information for premises licence applicants.

2.7. The Commission may make representations on the application if it receives notice of the application. The Commission will acknowledge the receipt of a notice of application to the

applicant by email within 24 hours of receipt and will copy in the relevant Licensing Authority. The Commission wishes to have an open exchange of information with Licensing Authorities and may, therefore contact Licensing Authorities on an informal basis, such as by phone or email, as well as making formal representations.

2.8. If the Authority does not receive a copy of the acknowledgement they should check that the application is a standard route application and, if so, contact the Commission if they have not received an acknowledgement of the notice of application. While this could in theory be onerous for both the Commission and Authority staff, the number of applications that are not copied to the Commission is likely to be small. This will be kept under review.

2.9. If no email confirming receipt of the notice of application is received, the Licensing Authority should contact the Commission's licensing team on 0121 230 6666 or email [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk)

2.10. If there are representations from either responsible Authorities or interested parties then there must be a hearing unless all the parties (applicant, Authorities and people making representations) agree it is not necessary or the Licensing Authority considers the representations to be vexatious or frivolous or ones that certainly will not influence the determination of the application. The Licensing Authority can amend the default conditions and/or add new conditions (either in accordance with stated policy or for the premises under consideration only). The Licensing Authority has to issue a licence.

## Applications for new premises licences

2.11. The applicant for a new premises licence will copy the application to the Commission as well as other relevant authorities. Where possible, applicants for premises licences should be encouraged to send notifications of applications by email to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk). If this is not possible they should be sent to the Licensing Team at the Commission (see paragraph 7.7).

2.12. The Commission may make observations on the suitability of the applicant for a premises licence or any other aspect of the application. This can only happen if the applicant sends the notice of his/her application to the Commission as required under s.160 of the Act. The Commission will acknowledge the receipt of a notice of application to the applicant by email (where possible if not by post) and will copy in the relevant Licensing Authority.

2.13. If the Authority does not receive an acknowledgement is it because the Commission did not receive the notice of application from the applicant. Licensing Authorities should contact the Commission if they have not received an acknowledgement of the notice of application. While this could in theory be onerous for both the Commission and authority staff, the number of applications that are not copied to the Commission is likely to be small. This will be kept under review.

2.14. If no email confirming receipt of the notice of application is received, the Licensing Authority should contact the Commission's licensing team on 0121 230 6666 or email [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk)

## Consideration of application

2.15. Normally the Commission will not make representations on applications for premises licences. This is because the vast majority of applicants for premises licences will be holders of operating licences. Where the Commission has concerns about an applicant, a Gambling Commission officer will contact the relevant Licensing Authority to discuss the application, and if appropriate, make a representation and follow the procedure set out in regulations relating to hearings.

2.16. If there are representations, or if a condition is likely to be attached to the licence, the Licensing Authority must hold a hearing unless all the parties (applicant, Authorities and

interested parties making representations) agree it is not necessary, or if the Licensing Authority considers the representations to be vexatious or frivolous or ones that will not influence the determination of the application. If the Commission makes a representation it will be a party to the hearing. The Commission will not attend all hearings as a matter of course but it will notify the Authority if it will be in attendance at a hearing in accordance with regulations relating to premises licence hearings.

2.17. While the Commission may not have made any representations it would like to be informed of all hearings which take place. This is because the body making representations may have information that has not been shared with the Commission and representations may have an impact on the Commission's risk rating of the operator. It is anticipated that the hearings regulations will require Licensing Authorities to inform the Commission of all premises licence hearings.

2.18. Having considered the application the Licensing Authority may:

- grant the licence;
- grant the licence subject to conditions, or
- refuse the licence.

2.19. The Act requires the Licensing Authority to inform the Commission of the outcome of the application, whether or not a representative of the Commission attends the hearing. Regulations will contain the notice of grant but at present it understands that this is likely to include the following information:

- a notice that a premises licence has been granted;
- issuing Licensing Authority details – name and address;
- applicant details – name and address/business address;
- premises details – trading name and address;
- date of commencement/ and where applicable expiry of licence;
- type of premises licence granted;
- the reasons for any individual conditions attached and the reasons for any default conditions excluded;
- Licensing Authority responses to any representations about the application.

2.20. The Commission requests that, if possible, it receive this information by email, sent to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk). The Commission will send an acknowledgement of receipt by email.

## Reviews

2.21. There are two main routes for the review of a premises licence. A responsible Authority (including the local police and the Commission) or interested party can request that a licence is reviewed, or the Licensing Authority can initiate a review (for example if it received complaints from the public about a particular premises or a class of premises).

2.22. The Licensing Authority must give notice to the licence holder that it intends to undertake a review, and must publish notice of its intention to carry out the review, further details will be included in regulations from Secretary of State or Scottish Ministers. If the review is at the request of an interested part or responsible authority the applicant for the review will send out notices of the review. On receipt of a notice, the Commission will be able to make representations. The Commission will request that DCMS provides that it receives notice of all reviews in the regulations relating to reviews.

2.23. As with applications the Commission will have to decide whether to make a representation on a case by case basis. The Commission will not attend all hearings as a matter of course but will draw up criteria for attendance at hearings. When a Licensing

Authority gives notice to the licence holder that it intends to undertake a review, it should send notice of its intention to carry out the review to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk).

## Premises licence variations

2.24. Once a premises licence has been issued the holder may apply to the Licensing Authority to make certain changes to it, for example to vary the conditions and another party with an operating licences may apply for a transfer of the licence.

2.25. The Commission will develop a short pro-forma to ensure that all of the relevant information is contained in communications about licence variations.

### **Transfers**

2.26. If an application for a transfer of a premises licence is made, the Authority will want to know if the proposed new owner has an operating licence. Licensing Authorities will be able to find this information on the Commission's website, see section 3 for more details. Once the application has been granted, the Act requires the Authority to give notice of the grant to the Commission in the form prescribed by the regulations and include information about conditions attached to the licence and representations made.

### **Licence lapses**

2.27. If a licence lapses e.g. the licence holder dies, ceases to exist or becomes bankrupt, the Authority is required to inform the Commission as soon as practicable. Information on lapsed premises licenses should be communicated, preferably by email, to the Commission at [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk).

2.28. If the holder of a lapsed licence, or some other operating licence holder, wishes to reinstate the licence, the Authority should inform the Commission of the application, the proposed date of reinstatement and the reasons for the granting the application via email to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk). The Commission may make representations on such an application but normally it will not do so. Where the Commission has concerns about an applicant it will contact the relevant Licensing Authority to discuss the application, and if appropriate make representations and attend any hearing.

2.29. Licensing Authorities should email a copy of the licence as reinstated (including any revised default conditions and premises specific conditions) with the date it comes into effect to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk). The requirement to notify the Commission is set out on the face of the Act, together with the information that should be notified.

2.30. Licensing Authorities are likely to have a huge variety of systems for their workload management and public registers and as a result cannot expect to arrange direct transfer of information to the Commission's systems. The Commission will want to 'marry up' the operating licences with the premises licences and so will need to have a single database of licences. Therefore (in the short to medium term at least) Licensing Authorities will be asked to complete a short form on the Commission website (through a password system) when licences are issued, varied or transferred. Licensing Authorities will be informed of their password, one per Licensing Authority, by end of February 2007.

## Lotteries

2.31. Part 5 of Schedule 11 of the Gambling Act requires that Local Authorities inform the Commission as soon as is reasonably practicable when they register a society to run small lotteries. This could result in a large amount of data coming to the Commission on an irregular basis. To ensure that information is exchanged efficiently Local Authorities will be given access to a short form on the Commission website (through a password system) which will allow them to indicate when societies are registered and deregistered.

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**2.32.** Local Authorities are also required to inform the Commission if they believe that a small society has exceeded the permitted proceeds limit for a small society lottery. Societies are required to submit records not more than three months after the lottery is drawn.

**2.33.** Local Authorities should contact the licensing enquiry team at the Commission ([info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk)) with the name of the society, the name and address of the lottery promoter and the amount by which the limits have been exceeded.

### 3. Information on specific operators that the Commission will make available to Licensing Authorities

#### Enquiries about status of applicants for premises licences

3.1. As premises licences can only be issued to holders of operating licences, Licensing Authorities will need to check that the applicant for a premises licence holds a valid operating licence for the type of premises licence that has been applied for, or has made an application for such an operating licence.

3.2. The Commission's operating licence register will be a public register and will be accessible through the Commission's website ([www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)). Holders of valid operating and personal licences will be posted on the website.

3.3. During the transitional period at least a separate section of the website will contain details of organisations and individuals who have applied for, but not yet been issued with, an operating licence. If a premises licence is about to be issued to someone who has applied for but not yet been issued with an operating licence, the Authority should contact the Commission's licensing team on 0121 230 6666 or send an email to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk). The Commission will be able to inform licensing officers of the status of applicants and will give details of when an operating licence has been issued.

3.4. This section of the website will also include details of people and organisations who have been refused a lottery operating licence or had a lottery operating licence revoked in the past five years. This will assist Local Authorities to screen organisations and individuals who have applied for registration to run small society lotteries, and comply with their duty to refuse an application for registration in those circumstances in accordance with part 47 of schedule 11 of the Act.

#### Information about operators' compliance

3.5. The Commission will require operators to maintain a register of regulatory breaches and to record action taken to remedy such breaches and potential breaches. A register will be held at each of the premises that an operator uses. The register will be available for Licensing Authorities to inspect.

3.6. The Commission will invite Licensing Authorities to contribute to regulatory reviews of operating licences (a section 116 review) where a local input will assist the review. It may not be practical to ask every Licensing Authority to participate due to the size of the operators estate and its geographic spread. The Commission will assess on a case by case basis whether a review would benefit from input from Licensing Authorities and will invite relevant Licensing Authorities to contribute to the review.

3.7. If it is found that the operating licence review has raised issues that the Licensing Authority may wish to take into consideration in determining its risk ratings of premises the Commission will communicate these to Licensing Authorities. If the social responsibility policies of an operator are found to be lacking the Commission is likely to be concerned that this may translate into poor customer care at the premises level, for example an absence of leaflets on responsible gambling.

3.8. Every year the Commission will also visit a proportion of the premises owned by an operator as part of its regular inspection programme. If the Commission records anything at the premises that the Licensing Authority may take into account it will contact the relevant Licensing Authorities. Examples include the discovery, on an inspection at an operator's headquarters of poor system controls in relation to underage gambling, which could result in age verification not being fully tested at gambling premises, or the lack of a social

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responsibility training programme nationwide which could result in staff failing to keep leaflets and posters on responsible gambling available in those premises.

3.9. The process that will be used for exchanging information about non-compliant operators will depend on the nature of the suspected or actual breach.

## 4. Intelligence exchanged between Licensing Authorities and the Commission

4.1. The Commission is dependent on information to uncover illegal activities associated with gambling and to monitor the incidence of gambling in Great Britain. The Commission's Intelligence Section collates and disseminates information about gambling from a wide range of sources including the police, the public and Licensing Authorities . It can use this information to identify areas which need to be inspected and/or reported on to other bodies.

4.2. Information that the Commission is interested in includes (but is not restricted to):

- reports of police activity at premises;
- reports of suspected illegal gambling;
- reports of underage gambling;
- reports of breaches of premises licence conditions, including breaches of locally applied conditions;
- reports of other activity which may cause concern as to the integrity of operating or personal licences;
- reports of disorder at or around gambling premises; and
- surveys undertaken by Crime and Disorder Reduction Partnerships which highlight gambling issues.

4.3. The Commission will undertake intelligence assessments which will inform regulators (including Licensing Authorities) of the state of the gambling industry in Britain and how well the industry is complying with the Act. These assessments will also identify what is not known about the industry and this will inform the intelligence requirements of the Commission. These assessments will develop over time and extracts will be published.

4.4. From time to time the Commission may ask for information from Licensing Authorities on specific topics or classes of licence. Examples may include asking for information about the incidence of bingo being offered in pubs or the number of truants found in family entertainment centres. This will be requested by email.

4.5. All intelligence and information on unlicensed gambling should be directed to the Intelligence Unit by email to [intelligence@gamblingcommission.gov.uk](mailto:intelligence@gamblingcommission.gov.uk) or to 0121 230 6666.

4.6. All reports will be acknowledged and may be referred to a regionally based compliance officer who will contact the Licensing Authority with any request for follow up information.

## 5. Information on the incidence and conduct of gambling in Great Britain

### Registers

5.1. The Act requires Licensing Authorities to keep a number of public registers of licences and permits that it issues. These are:

- Premises licences (s. 156)
- Temporary Use Notices (s. 234)
- FEC permits (schedule 10 part. 23)
- Registered Lotteries (schedule 11 part. 44) (note that this is not a public register but that LAs have to make the information that they hold on small society lotteries available)
- Club Gaming and Machine Permits (schedule 12 part. 26)
- Pub Machine Permits (schedule 13 part. 22)
- Prize Gaming Permits (schedule 14 s. 23)

5.2. The precise form of the registers will be set out in secondary legislation. The Commission wishes to minimise the activity that Licensing Authorities will need to undertake to fulfil what is required of them by the Act. It welcomes any suggestions that Authorities may have on exchange of information held on registers.

5.3. While this type of information may be helpful in general surveys of gambling activity in Britain, it is unlikely that the Commission will be able to process every entry onto the registers. With the exception of information contained in the premises licences registers, we will request a quarterly census of the number of permits issued, revoked and transferred and the requests for temporary permissions to provide gambling facilities (temporary and occasional use notices).

5.4. The Commission wants to hear from Licensing Authorities and other interested parties what they think will be the best way of capturing the locally held information on permits, lottery registrations and temporary use notices.

### When is information required?

5.5. The Commission is proposing that it will ask for returns from each Licensing Authority every quarter on the number of permits issued and revoked and the number of appeals on premises licences and permits. The periods covered by the returns will be:

- 1 April – 30 June
- 1 July – 30 September
- 1 October – 31 December
- 1 January – 31 March

5.6. Submissions should be made to the Commission within one month of the end of the period i.e. they need to be with the Commission on 31 July, 30 October, 31 January and 31 April.

5.7. The Commission would be interested to hear if these are suitable dates or if an alternative timetable would be preferable.

### How should returns be submitted?

5.8. It is proposed that the returns will take the form of a series of tables as illustrated below. [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk). The Commission has developed a series of spreadsheets for Licensing Authorities to use. These will be made available from the

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Commission website ([www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)) from mid 2007. Licensing Authorities will be informed when the spreadsheets are available and how to access them. Licensing Authorities will be able to complete the spreadsheet on line and submit it via email or send self-generated spreadsheets (e.g. reports from databases) to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk). A nil return should also be submitted.

5.9. Table 1 records the number of permits issued and those that are refused, revoked and surrendered. If the permit records the number of machines permitted then these should be included in the last column. The Commission does not want to receive copies of permits issued.

**Table 1 - Permits issued**

1	Permits by type	No. Issued	No. Cancelled or forfeited	No. Refused	No. Surrendered	Total machine no. (if known)
A	FEC gaming machine permits					
B	Club gaming permits (fast track)					
C	Club gaming permits (standard)					
D	Club gaming machine permits (fast track)					
E	Club gaming machine permits (standard)					
F	Alcohol licensed premises (automatic)					
G	Alcohol licensed premises gaming machine permits					
H	Prize gaming permits (Pubs)					
I	Prize gaming permits (unlicensed FEC)					
J	Prize gaming permits (other – specify) (add in type)					

**Table 2 - Temporary Use notices**

2	Temporary Use Type	No. notices received	No. objections received	No. Counter-noticed	No. withdrawn	No. Endorsed	Total no. of days
A	Betting						
B	Casino						
C	Bingo						
D	Machines						
E	Other (specify)						
F	Other (specify)						

**Table 3 - Occasional Use**

3	<b>Occasional Use Notices</b>	No. notices received	Total no. of days
	Betting		

## 6. Information that will inform the Commission’s compliance and enforcement model

6.1. The Commission’s approach to compliance is risk based. This risk based approach will involve the operation of a comprehensive risk assessment process of each individual operator to ensure that the Commission concentrates its compliance resources in those areas and on those operators which pose the greatest risk to the licensing objectives.

6.2. Complaints and comments about gambling activity will be a major element in the development of the Commission’s risk assessment model. Complaints about specific premises will be forwarded to the relevant Licensing Authority.

6.3. Much of the information exchanged between the Commission and Licensing Authorities will be about crime and disorder associated with gambling or concerns about the activity of licence holders. However it will also be useful to have a picture of the overall formal enforcement and compliance activity undertaken by Licensing Authorities. The rationale being to complete a picture of inspections being undertaken within each industry sector and to realise where problem areas may be occurring such as a premise licence being reviewed because of incidents involving crime and disorder.

### When is information required?

6.4. The Commission will ask for returns from each Licensing Authority every quarter on the number of premises inspections and on the number and outcomes of reviews. The periods covered by the returns will be:

- 1 April – 30 June
- 1 July – 30 September
- 1 October – 31 December
- 1 January – 31 March

6.5. Submissions should be made to the Commission within one month of the end of the period i.e. they need to be with the Commission on 31 July, 30 October, 31 January and 31 April.

6.6. The Commission would be interested to hear if these are suitable dates or if an alternative timetable would be preferable.

### How should returns be submitted?

6.7. The Commission has developed a spreadsheet for Licensing Authorities to use. This will be made available from the Commission website ([www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)) from mid 2007. Licensing Authorities will be informed when the spreadsheets are available and how to access them. Licensing Authorities will be able to complete the spreadsheet on line and submit it via email or send self-generated spreadsheets (e.g. reports from databases) to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk). A nil return should also be submitted.

**Table 4 - Information on premises inspections**

4	Number of inspections during the quarter per premises	0	1	2	3 - 5	6 – 12	12+
A	Total premises inspections						
B	Bingo						
C	Betting premises						
D	Tracks						
E	AGC						
F	FEC						
G	Casino						

**Table 5 – Reason for reviews undertaken by Licensing Authorities**

5	Reason for review	Bingo	Betting Shop	Tracks	AGC	FEC	Casino	Total
A	Protection of children/young people							
B	Protection of vulnerable people							
C	Breach of specific condition							
D	Breach of mandatory condition							
E	Breach of default condition							
F	Crime and disorder							
G	Other							

6.8.

6.9. The different outcomes following a review are set out in Table 6

**Table 6 – outcomes of review**

6	Outcomes of reviews	Bingo	Betting Shop	Tracks	AGC	FEC	Casino	Total
A	No change							
B	Additional specific conditions							
C	Revised specific conditions							
D	Removed specific conditions							
E	Revised default conditions							
F	Suspension of licence							
G	Revocation of licence							

6.10. Periodically, the Commission will issue reports on the work that it is undertaking and trends that are emerging, reporting outcomes of thematic reviews, e.g. into the incidence of money laundering. These may include recommendations for Licensing Authorities or examples of good practice in enforcement and monitoring compliance.

## 7. General information on gambling

7.1. The Commission will be the primary source of information on gambling in Great Britain. It will place information of interest to Licensing Authorities on the website including a FAQ section.

7.2. Licensing Authorities are encouraged to sign up to the Commission's email alert system to be notified of new postings on the website ([www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)).

7.3. Licensing Authorities should provide advice to all those who make enquiries, whether or not they hold a licence or a permit, about the legal responsibilities of those involved in providing premises or holding permits for gambling. If the enquiry is about operating or personal licences, these should be referred to the Commission.

7.4. The Commission's annual report will include information on permits and temporary permissions that has been received from Licensing Authorities. The Commission will also publish national trends reports from time to time outlining developments in the industry, major research results and good practice from other jurisdictions.

### Information on the Guidance to Licensing Authorities and Commission policy

7.5. The Commission's website ([www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)) contains general information about gambling and the licensing of operators. Specific queries should be sent by email to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk).

7.6. A member of the Commission's staff will attend the appropriate LACORS policy forum and ensure that developments in the Commission's policy are forwarded to LACORS and other bodies such as the Institute of Licensing.

### Gambling Commission general contact point

7.7. The first port of call for general information on gambling is the Commission website ([www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)). The website contains details of licences issued by the Commission and has general information and guidance on gambling in Great Britain. The Commission's address is:

Gambling Commission  
Victoria Square House  
Victoria Square  
Birmingham B2 4BP

The switchboard number is: 0121 230 6500

The main fax number is: 0121 237 2236

General emails should be sent to [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk)

## 8. Responses to this document

The consultation period for this document will be six weeks and the consultation period will close on **Friday 12 January 2007**.

Please send your comments to **consultation@gamblingcommission.gov.uk**, or by post to:

Consultation Coordinator  
Gambling Commission  
Victoria Square House  
Victoria Square  
Birmingham B2 4BP

**T** 0121 230 6666

**F** 0121 233 1096

**E** **consultation@gamblingcommission.gov.uk**

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