

GAMBLING COMMISSION

To: Trade Associations
By email

29 August 2012

Dear Sir/Madam

Improving our communications after a compliance assessment

As part of the Commission's on-going drive to continuously improve and regulate in a transparent, accountable, proportionate, consistent and targeted manner we have recently undertaken an internal review that looked at the way we communicate the results of premises based compliance assessments with operators. As a result of this work we intend to make some minor adjustments that will bring benefits to our licensed operators.

At the conclusion of an individual assessment we will leave a brief written document that outlines the purpose of the assessment and records that an oral summary of the findings was presented to an appropriate recipient. The written document will continue to meet the requirements of "The Gambling Act 2005 (Inspection)(Provision of Information) Regulations 2007 No. 319" but it will no longer contain a record of the assessment findings. The findings will now be recorded in a letter that will be sent to the operator following the assessment.

The Commission has previously received feedback from some operators stating that the hand written documents left at premises following an assessment were, at times, illegible or confusing. By moving to typed and considered letters we will, in clear terms, advise the operator of any matters that may need addressing and by when they need to be actioned. The letters will also contain advice and refer to the relevant legislation, licence conditions and code provisions to aid understanding. We believe that this will improve our communication with operators and achieve greater consistency in supporting and collaborating with operators to aid our risk-based approach to regulation in a cost effective manner.

We intend to introduce these improvements gradually starting with smaller operators from October 1. We are happy to take feedback from you and your members on any impact the planned improvements may have and hope that you can support and play a role in reassuring your members as they adjust to these minor changes.

Yours sincerely



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