

## Premise assessment webinar FAQ's

*Q. How long do you expect a remote visit to last?*

A. Each assessment will be different and dependent on the operator and assessment type. For a single, standalone, area of assessment concerning a single premise it may only take an hour. For a review of a region looking at all the areas identified within the presentation it may take a couple of days.

*Q. When are you expecting assessments to commence?*

A. The process has already begun and will continue to roll out over the coming year.

*Q. How far in advance will you ask for evidence and how long will we have to supply it?*

A. We expect to provide written confirmation of an assessment at least 7 days in advance. In practice our teams will usually make contact before that.

*Q. Do you intend to assess sites that are closed as they are in Tier 3 of Covid restrictions?*

A. It may be that when looking at a region there is an overlap between tiers. So historical data may be required. The approach is based on data held and how operators use and evaluate that data.

*Q. Is there any guidance on assessing vulnerability available?*

A. Operators should have been using local data in their premise risk assessments to identify local areas of vulnerability. The Commissions [Customer Interaction](#) guidance on SR code 3.4.1 and [The National Strategy](#) to reduce gambling harms provide further information. Trade bodies may also hold information based on collaborative work in this area.

*Q. If I am understanding this correctly - the Regional manager & Compliance manager would be involved in each premise assessment - is that correct?*

A. The purpose of the new approach is to move away from single premise assessments and focus on regions or groups of premises. Where applicable we will require decision makers at local, regional, national and head office level to attend. Prior to assessments we will agree with you who these persons should be. However, we may identify other key individuals during the assessment which who we may want to talk to. This may include those responsible for premise level customer evaluation and initial customer relationship decisions.

*Q. Are you planning to restart publishing the SR related data in the official stats, we found them really helpful in terms of bench marking?*

A. Unfortunately, this is not within the scope of this work. Colleagues are currently working on what will be included.