Draft Interview Schedule for Operational Bingo Experts (e.g. inspectors; operating licencing staff; other relevant staff with operational experience, either with licensing applications or enforcement), England and Wales.

PLEASE NOTE: this is a draft. Questions will be adapted backed on feedback, and new questions will be added if interviewees think they are important. Not all of the questions will be relevant to you, and we will skip any that are not relevant, or that you not wish to answer. We estimate that the interview will last around 45 minutes, but it may take up to 1 hour and 30 minutes. You can stop the interview at any time.

**Section 1: Background on you and your job**

1. Could you start off by telling me a little bit about your job in the xyz ?
2. How did you come to be working here?
3. How long have you been involved in this sort of work?
4. What would you say are the key priorities for you in the work that you do here?
5. What do you like most about your job? Is there anything you don’t like?

**Section 2: Your experience of the bingo sector**

1. What percentage of your time, roughly, is spent on bingo, versus other gambling sectors?
2. What do you remember about the rules or regulations on bingo from when you first started working on the sector?
3. What were your priorities with regard to the bingo sector at that time?
4. What were your relationships like with the operators?
5. Can you talk to me about the work you do now with the bingo sector? (probe re: do you visit halls? Seaside arcades? Head offices? If so, why? In response to complaints? Routine visits? When you visit, what do you do there? If you are visiting an operator, what are you looking for? Can you talk me through what a typical inspection involves? What do you do if there is a problem? OR If you are deciding whether to approve an operator’s license, what are the steps in your decision-making? What distinguishes a straight forward application from an application that you might need to seek guidance on, or refer upwards in the organisation? Are most applications straightforward?).
6. Do you monitor compliance in any other ways than inspections (e.g. covert visits)?
7. Have you had any experience of inspecting bingo in premises that had been split by the operator? Did you have any specific concerns in mind when inspecting bingo in these spaces?
8. Have you had experience of regulating bingo in a)clubs and miners welfare institutes that require an operating license b) seaside arcades c)travelling fairs (if so probe for these experiences, along the lines of the probe in qu 5, section 2).
9. What are your priorities with regard to the bingo sector now? Have they changed from when you started working here, or are they the same?
10. What are your relationships like with bingo operators? Have they changed from when you started working here, or are they the same?
11. What violations of the regulations – if any - are you most concerned about in relation to bingo? Why?
12. Have you ever recommended the cancellation of an operating license? On what grounds? What happened?
13. Have you ever been involved in criminal proceedings involving bingo as part of your work? What was your role? What, if anything, do you remember about your experience of that process?
14. Does your work involve dealing with complaints about bingo at all? If so, who is complaining (players? local residents? other operators? A different group?). What are the complaints about? What is your role (if any) in relation to those complaints?
15. Have you had any interactions with local authority counter-parts who work on bingo (in licensing or enforcement)? If so, what sort of interactions? (probe re: joint inspections; attending training together; administering training etc.). Did you get any sense of their experience of the rules or regulations around bingo ? Was it the same as yours, or different, or couldn’t you tell?
16. Have you had any interactions with police who work on bingo ? If so, what sort of interactions? (probe re: joint inspections; attending training together; administering training etc.). Did you get any sense of their experience of the rules or regulations around bingo ? Was it the same as yours, or different, or couldn’t you tell?
17. The Gambling Commission’s guidance to licensing authorities recommends that they adopt a risk-based inspection programme. What do you think this means in relation to bingo? Is this approach effective, in your experience?
18. Have you had any experience of assessing primary gaming activity in your work? How do you do this?

Section 3: **Overall assessment**

1. As a (role) what would you say works well about the current regulation of bingo?
2. Is there anything that doesn’t work well, in your opinion?
3. What changes (if any) would you like to see in how bingo is currently regulated?
4. Where do you see bingo in the next 5 years?

**Section 4: conclusion**

1. I’ve asked you a lot of questions: is there anything that you would like to ask me?
2. Is there anything else that you would like to tell me?
3. Is there anyone else who you think I should speak to, to ensure I get a full picture of the bingo regulation?