

## Response

Thank you for your request for information regarding self-exclusion data.

Please find attached the number of new self-exclusions and breaches by operator, as requested. I should explain that there are limitations to what these figures can highlight and some contextual points that I need to highlight.

A relatively high number of new self-exclusions could for example be a positive thing as result of a well promoted and easy to access self-exclusion scheme or a negative thing in that more customers are keen to self-exclude from that operator because of problems they have experienced, or online because it is an easy way to close your account and remove yourself from receiving marketing material.

A relatively low number of self-exclusion could for example be because the operator has an effective customer interaction policy and less customers reach the point where they feel they need to self-exclude or could be because the self-exclusion scheme is not very well promoted or easy to access.

The new self-exclusion figures are the new self-exclusions during that 12 month period. Operators will be administering a larger number of self-exclusions as some customers will self-exclude for a longer period than a year.

A breach refers to an individual breaching their self-exclusion agreement, not a breach of regulations by the operator.

The number of breaches refers to the number of incidents where an operator has identified a self-excluded customer whether before or after gambling. It does not refer to the number of individuals, so one person breaching ten times adds 10 to the total.

A relatively high number of breaches may indicate good procedures to identify self-excluded customers attempting to gamble. The actual level of breaches will always be an unknown from these figures as operators will be unaware of the number of customers that have breached who they didn't identify.

A number of gambling companies may also appear several times on the list, where they have different legal entities within a group who each hold their own operating licences. Some of these operators may report all self-exclusions for a group through a single entity due to the way in which they capture information corporately. With remote operators, we only started regulating the majority of the market in November 2014 following a change in legislation which is why there is an increase in figures from that period onwards.

The multi-operator self-exclusion scheme (MOSES) was launched in the non-remote sector last year. Some of the 2016 data is post implementation of the MOSES – so operators may be picking up people who were originally self-excluded by other operators and consequently there isn't a direct comparison with earlier years. Also the MOSES should remove many of the duplications so there's a discontinuity in the time series from that in the number of self-exclusions.

Details of the scheme are below.

<http://www.gamblingcommission.gov.uk/for-gambling-businesses/Compliance/Generalcompliance/Social-responsibility/Self-exclusion/Non-remote-self-exclusion.aspx>

Thank you for your email of 2 March which has been passed on to me. According to our records your original request was received on 6 February so today is the deadline (the FOIA allows up to 20 working days for a response).

I hope this information is useful but please do not hesitate to contact me if you have any questions.

### **Review of the decision**

If you are unhappy with the service you have received in relation to your Freedom of Information request and wish to make a complaint or request a review of our decision, you should write to FOI Team, Gambling Commission, 4th floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Gambling Commission. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

### **Request**

Can you give me please each of your operators' self-exclusion statistics for both online and retail during 2014, 2015 and 2016?

I have asked for the statistics by operator as I understand that is the only way you measure them. Is that still correct?

### **Note to readers**

**For a breakdown of self-exclusion data by gambling sector, please see the Industry Statistics document published on the Commission website:**

<http://www.gamblingcommission.gov.uk/news-action-and-statistics/Statistics-and-research/Statistics/Industry-statistics.aspx>