


Report from the Chief Executive

For Board approval	
For Board briefing	
For Board steer	
For Board information	

Date: 31 March 2016

Introduction

1. This paper is intended to provide an overview of how we have deployed our resources since the last report in delivery of the business plan. The report is structured around the key objectives agreed in the strategic narrative with individual workstreams grouped wherever possible. Workstreams that were identified as business plan priorities have been reported individually.

Events (not covered elsewhere)

2. The key events attended last month included:

Operators¹	Purpose	Accompanied By²
<u>Pokerstars</u>	Introductory meeting	
<u>Rank and Mecca Bingo</u> Henry Birch, Chief Executive	Follow-up meeting	
<u>Gala Coral</u> Carl Leaver, CEO	Gala Coral requested the meeting	
Trade bodies		
<u>The British Association of Leisure Parks, Piers and Attractions (BALPPA)</u> Paul Kelly the Chief Executive (BALPPA)	Predominately an intro meeting but also discussed the Triennial Review and Stakes and Prizes	
Other stakeholders		
<u>Responsible Gambling Council Ontario</u> Jon Kelly, CEO	John visited VSH whilst in the UK and presented on 'The concept of 'responsible gambling' and how it has evolved in the past 20 years'	

¹ Contains exempt information under section 40 of the Freedom of Information Act

	Introductory meeting	
<u>British Beer and Pub Company</u>		
Brigid Simmonds, Chief Executive	Introductory meeting	
<u>KPMG</u>	Introductory meeting	
<u>Information Commissioner's Office</u> Christopher Graham, Information Commissioner	An introductory meeting and to talk around shared interests in the gambling sector – e.g. unsolicited texts, data protection and private electronic communication regulations	
<u>Gambling Compliance</u>	Interview for publication	
<u>Racing Post</u>	Interview for publication	
<u>Price Waterhouse Coopers</u>	Introductory meeting	
<u>UK Interactive Entertainment (Ukie)</u> Jo Twist, Chief Executive	Introductory meeting	
Industry stakeholders		
RET Chairs Meeting	Philip attended this quarterly meeting	
London Boroughs Licensing Authority meeting	Introductory Session	
	Introductory meeting	
Other Events (Conferences and Receptions etc)		
ABB AGM	Attended as guest speaker, speech focussed on raising standards	
NCF – Playing Safe Reception (Speaker)	Speech on social responsibility	

3. Other meetings and events are included under the relevant headings in this report.

Licensing and Compliance

Licensing and online applications

4. Licensing has achieved the following:

	Received February (January)	Determined February (January)
OL Applications	25 (27)	21 (12)
OL Variations	55 (63)	45 (32)
Change of corporate control	8 (20)	10 (29)
PL Applications	275 (161)	163 (168)
PL Variations	8 (2)	7 (2)

5. All transitional application have been determined with the final three applicants outstanding at end of last period all “withdrawing” their applications following receipt of our intention to refuse the applications on the grounds of suitability and competence.
6. Applications received remain as expected with PL applications returning to pre-Christmas levels in line with previous years.
7. The contact centre received 6,222 enquiries in February 2016 compared to 4,309 in the same period in 2015. 65% of emails and 61% of calls were from consumers concerned about operators’ bonus offers, terms and conditions and self exclusion. In most of those cases consumers had not followed the operators complaints process, or had not given the operator sufficient time to respond before contacting the Commission.

Anti-money laundering

8. The workstream continues work in four ongoing areas: -
 - assessing annual assurance statements against AML requirements
 - finalising the Money Laundering & Terrorist Financing Risk Assessment (MLTF RA) - following consultation with trade associations
 - supporting the crime review of the Licence Conditions and Codes of Practice (LCCP)
 - a pilot of the new approach to AML compliance.

Proactive compliance

9. Proactive compliance is planned, delivered and reported quarterly. The 2015/16 non-

remote work plan is progressing. As at 21 March:

Non-remote:

- We completed 356 assessments, which makes up 89% of the annual work plan.
- The remaining 45 assessments (11%) are in progress.

Remote:

- Since April 2015 we have received and assessed 232 information security audits (ISA). We have reviewed and streamlined the process for submission and assessment of the ISAs in preparation for the next tranche of audits due next month which covers the bulk of remote licence holders.
- The project reviewing websites focussing on marketing, advertising, bonuses and rewards is progressing with 92 reviews completed and the remaining 5 planned for review in Q4.
- 142 remote operators were identified for assessment. To date assessments have been completed on 64 operators.

10. Licensing received and reviewed 1,311 lottery submissions in February 2016, compared to 1,353 in February 2015. All complied with the minimum returns to good causes. 390 regulatory returns were received in February 2016. 171 regulatory returns have been received so far in March.

High impact compliance

[Exempt information under section 31 of the Freedom of Information Act]

Annual Assurance Statement (AAS)

11. All 44 assurance statements which were expected by mid-February have been received and have been reviewed for context and content primarily by Compliance, with further analysis being provided by sector and thematic colleagues.
12. AASs have generally been of a good quality on initial review, providing high level information regarding governance structures, controls procedures and planned improvements to systems. Further analysis is being conducted by compliance and sector and thematic colleagues and the level and type of engagement we subsequently have with these operators will in part be influenced by the content and quality of the statements they have submitted compared against information we already know about them thus, forming part of our ongoing HIO monitoring processes.
13. Workshops are planned for later in the year to engage with operators providing feedback on our expectations of the quality and content of future AAS submissions, alongside confirming timelines for when we will expect these statements in the coming years.

Reactive compliance (non-complex)

14. We are currently conducting 29 licence reviews under section 116 of the Gambling Act 2005 within the reactive compliance non-complex workstream. 21 of the reviews relate to personal licensees (PL) and eight to operating licensees (OL).
15. Eleven new cases have been commenced in the period under consideration. Four relate to OLs and seven to PLs.
16. During the period under review we closed six cases: three relate to OL holders and three to PFL holders. The three operating licences (two are linked) were all surrendered

mid review. The businesses were not operational at the time.

Casework

17. The Case Management update can be found at Annex A.

Planning, Evidence and Analysis

Betting integrity

18. A DCMS Select Committee held a one-off oral evidence session on Match Fixing in Tennis which related to recent media reports concerning accusations of match fixing in tennis. The head of the Tennis Integrity Unit was called to give evidence.
19. A Betting Integrity Boardroom Briefing was delivered to colleagues. This included an overview of the background behind the betting integrity programme, an SBIU case study and a summary of future events and key milestones for the Betting Integrity Workstream.
20. We drafted Chapter 2 of the consultation paper to amend Schedule 6 of the Gambling Act, which was submitted to the DCMS.

Use of intelligence

21. This has been another busy period for the Intelligence Unit, supporting Workstream demands. The planned and unplanned absences within the team have continued, but have not affected delivery. The appointed new Lead Intelligence Specialist, **[exempt information under section 40 of the Freedom of Information Act]** has arrived.

Information Management Strategy

22. A management summary of insights and work packages was presented to BPPB in March. Recommendations are currently being developed to support these insights and will be included in the final report. The IMS report and recommendations was presented to BPPB and to the Leadership team in March for approval.
23. Work is ongoing between programme directors, programme managers and workstream leads to divide the IT and IMS elements of the current IMS workstream (EA3.2) into the appropriate workstream/portfolio in preparation for the new business plan year.

Sector and Thematic

Self exclusion

24. **[Exempt information under section 31 of the Freedom of Information Act]**.
25. Recognising the need to regulate in a proportionate way, we have issued a consultation about removing some bingo operating licence holders (those who offer bingo as exempt gaming in a club or an alcohol licensed premises) from the requirement to offer multi-operator self-exclusion. We consider this group to offer a relatively low risk form of gambling, and it is not their primary activity, so the requirement to join a multi-operator self-exclusion scheme could be considered disproportionate. Accordingly, the consultation document sets out a proposed amendment to the Code.
26. **[Exempt information under section 36 of the Freedom of Information Act]**.

Social responsibility (consumer policy and prevention of underage gambling)

27. We have worked with the Senet Group to develop a project brief for general social responsibility messaging. The aim is to develop messaging that can be used across the industry to help players think about the consequences of their gambling. The brief will be published later this month and interested parties are due to submit their proposals in April 2016.
28. In related work, we have supported the Responsible Gambling Trust (RGT) in developing invitations to tender for work on product information, play information and training. The Industry Group for Responsible Gambling (IGRG) will be involved as an industry partner in each of these projects. The tenders are due to be published later in March, with bids due in April 2016.
29. On 24 March we published a press notice about the joint underage testing work done with our local authority partners in 2015. It highlights some of the actions that those authorities took against failing premises, including prosecutions and new licence conditions. The notice aims to encourage more local authorities to undertake testing exercises with us. It also puts gambling operators on notice that we intend to carry out more testing during 2016 in line with our published approach.

Marketing and Advertising

30. We arranged for the Information Commissioner's Office (ICO) to present on the Privacy & Electronic Communication Regulations (PECR) at the Remote Sector meeting on 29 February. It formed part of our ongoing strategy to assist the ICO in tackling spam e-communications.
31. We attended a meeting of the Gambling Advertising Monitoring Unit on 3 March and we continue to advise DCMS on their efforts to examine if more work needs to be done to ensure that marketing for gambling products is not targeting young people through social media.
32. We met colleagues from the Committee of Advertising Practice (CAP) on 17 March to discuss our shared interest in tackling the misleading marketing of promotional offers. CAP have agreed to:
 - publish bespoke guidance for gambling operators offering free bets and bonuses
 - undertake a focused piece of compliance activity based on advice and referrals from us
 - provide bespoke training for key Commission staff on misleading marketing and the application of the Consumer Protection Regulations (CPRs)
 - work with the Commission to arrange a remote sector compliance workshop on misleading marketing.

Protection of player funds

33. We wrote to the small number of remote operators who will be part of phase one of customer funds reporting to notify them that the requirement to report customer funds assets and liabilities will commence in June (for the reporting period May-June) with reporting required at least every four weeks. This first phase includes 25 remote licensees and will enable us to assess the customer funds reporting system and processes before considering the timing and extent of the roll-out to further remote

gambling operators.

Better and Shared regulation

34. The Commission response to the BIS consultation on the Business Impact Target, Growth Duty and Small Business Appeals Champion was submitted.
35. The Shared Regulation team held two very productive meetings – with the seaside authorities and the London Boroughs, Sarah Harrison providing introductory remarks at both. Topics covered included the final phase of the Geofutures research, lottery deregulation, unlicensed family entertainment centres (uFECs), Greene King, operator risk assessments, and AML case work.
36. The Commission ran a very well received training course in Birmingham regarding inspection of gambling in alcohol licensed premises in conjunction with IoL.
37. Industry and LA engagement regarding risk assessments and area profiles continues at both operator and national levels.

Machines innovation

38. **[Exempt information under section 31 of the Freedom of Information Act].**
39. A sector meeting was held with representatives of the Motorway Service Area (MSA) operators on 17 March. Discussions involved gaming machine security issues and compliance within the sector.
40. We held a general catch up meeting with BACTA on 18 March and used the meeting to discuss potential changes that the industry would like to make to technical standards which would be of benefit to machine operators whilst not posing a risk to the licensing objectives.
41. **[Exempt information under section 31 of the Freedom of Information Act].**

Gambling Statistics

42. We submitted our response to the Gaming Regulators European Forum (GREF) annual survey on 4 March 2016. The purpose of the survey is to gather statistical information from different authorities. We expect GREF to make collated information available in early May, prior to the annual GREF conference in Malta.
43. Preparations for the June 2016 Industry Statistics publication are underway, with data cuts for each sector being produced.

Remote

44. The Testing Strategy consultation closed on 11 February 2016. The Commission received 20 responses from a mixture of B2Bs, B2Cs and Test Houses. We aim to publish the responses document by the end of April and the revised strategy at the end of May. The draft response document and a summary paper highlighting the key issues will be circulated to Board by correspondence in April. Pre-consultation work will soon commence on the review of the Remote Technical Standards. As with the Testing Strategy, a strong focus has been placed on early engagement with industry prior to launching formal consultation in autumn 2016.
45. The work in relation to controls within poker is ongoing and recommendations from the data gathering exercise from poker operators will be fed into the Remote Technical

Standards later this year.

14. We hosted a Remote Technical workshop on 4 February 2016 to discuss current and emerging issues with industry (specifically B2Bs and Test Houses). This was followed by a Remote Sector meeting on Monday 29 February – attended by over 40 industry representatives from 30 different organisations. Both events enabled us to share some key messages and were well received by the industry.
15. Work is ongoing to formalise phase two of the IAGR Multi-Jurisdictional Testing Framework (MJTF). Phase one of the MJTF was limited to the operations of external testing laboratories and to the testing of random number generators (RNG) used in online gambling. The aim of phase two is to develop a set of games testing standards that will be recognised by all participating jurisdictions (Alderney, Denmark, Isle of Man and Great Britain). The Commission has encouraged licensees and test houses to trial run the draft game testing IAGR standard and provide feedback. Any changes resulting from the trial will be made before the participating pilot jurisdictions publish this as phase two in the summer. Licensees have been invited to encourage other jurisdictions to join the framework.
47. The 12-month window for holders of a transitional remote operating licences closed on 31 October 2015. We have completed a dip sampling exercise in which we requested that operators provide us with valid test reports for a selection of games they make available to consumers in Great Britain. We have received responses from 20 out of 20 operators contacted. Although all 20 have responded we did identify a number of non-compliance issues, which have since been resolved. A report will be provided in time for the next Remote Programme Board meeting

RGSB

48. RGSB met on 17 March and approved the final draft of the national responsible gambling strategy. The Board also agreed next steps in relation to external communications around the strategy launch, future plans to improve stakeholder engagement, and action planning to deliver the strategy. RGSB also considered a plan for preparing its advice to the Gambling Commission on the forthcoming Triennial Review on stakes and prizes.
49. RGSB attended the RGT Board meeting on 2 March where Trustees endorsed the revised RGSB strategy and confirmed that they were working to align their own strategy with that of RGSB. Two RGSB Board members also visited Gordon Moody Association on 25 February 2016 to hear how the residential treatment programme and follow-on support is delivered and to meet some of the residents to hear their experiences of gambling first-hand.

Complaints and disputes

50. We attended the Competent Authority Working Group meeting on 14 March, at which we raised issues about the implementation of the ODR Regulation and about the information to be submitted by ADR entities to competent authorities. We are taking account of the discussions at this meeting in our future plans

Unfair terms

51. We delivered training to CMA colleagues on 14 March on the gambling sector, with particular focus on remote gambling and non-remote betting. CMA has allocated resource to a project on gambling, and that resource should become available around April. Early indications are that they are interested in pursuing possible compliance/

enforcement activity should appropriate cases be identified, particularly if such activity is at a high impact level. Given that compliance/ enforcement activity may not be public for some time, we are also encouraging CMA to work with us in carrying out further work which would be more visible in the meantime, such as in a public document or call for evidence.

Sector advice and standards

17. The Legislative Reform (Exempt Lotteries) Order 2016 was passed in January and will come into force on 6 April deregulating some of the requirements for 'exempt lotteries'. The Lotteries Team are updating the advice, guidance and FAQs on the Commissions website relating to those lotteries. An article on the changes has been published in the LA bulletin and presentations made at the local authority meetings on 1 and 14 March. The team are also delivering presentations on the changes to colleagues in Licensing on 31 March and in Compliance on 11 April. Communications about the changes will be sent to relevant stakeholders including the Charity Commission, Third Sector and the Institute of Fundraisers, and included in the E-Bulletin closest to 6 April.
18. The annual lottery sector meeting was held at VSH in February. Representatives from a cross section of societies licensed by the Commission attended including national and local charities, sports clubs and commercial fundraisers (ELMs).
19. **[Exempt information under section 31 of the Freedom of Information Act].**

Regulatory Framework

20. A paper on the response to the crime review is due for discussion at the April Board meeting. If the Board approves the recommendations in that paper, we will publish the response document mid-end April.
21. Shortly after we have published the response document, we will issue a small number of supplementary consultations – for example on digital adverts and on extending the requirement to carry out AML risk assessment to the non-remote lottery sector.
22. We are planning for the changes to come into effect (alongside other LCCP changes) later this year (October at the earliest).

Providing advice

DCMS market advice

23. Significant time continues to be spent this month supporting the Department's response to the CMS Committee report into the Society Lottery sector. This centers on answering questions on our advice – it is less clear when DCMS will look to consult on its preferred course, given attention on the EU referendum.

National Lottery

[Exempt information under s.43 of the Freedom of Information Act].

24. A copy of the Director's Report to the National Lottery Committee in February, is included item 7 which contains further information on work undertaken.

Business planning

25. The draft corporate business plan and budget has been presented to Board for comment.
26. The workstream consolidation is due to be finalised shortly with accompanying communications messages to go out to all staff regarding these changes.

Finance

27. The 2016/17 budget and medium term financial plan has been refined following observations and steer provided by Board last month. This will be presented to the Board for approval at this meeting.
28. Resource plans have been developed, in close liaison with programme leads, programme managers and HR Business Partners, to reflect revised portfolios and workstream consolidations.

Fees development

29. Our modelling of changes to fees has been completed and, pending sign-off of our 2016/17 budget and medium-term financial plan, we expect to be able to reduce the current overall fee burden on operators by 10%. This would comprise fee reductions for around 1,900 of our 3,000 operators. Around a hundred operators would experience a fee increase under the recommendations, although such increases would represent a much fairer and proportionate recovery of our regulatory costs from those operators with relatively high gross gambling yields.
30. We have continued to work with DCMS, keeping them fully abreast of the details of our recommendations and the Executive is aiming to finalise our advice to ministers by April. As agreed at the December Board meeting, Board will be provided with a copy of our advice for information before it is issued formally to the Department.

Support Services

HR policies, guidance and consultations

31. Colleague consultation on changes to HR policies, terms and conditions concluded on 4 March 2016. In excess of 90% of colleagues are now signed up to the new people policies, terms and conditions. Meetings continue with those colleagues who have not as yet signed.

IT and accommodation

IT infrastructure management

32. The rollout of Microsoft Office 2013 has commenced. The rollout is being phased to match the training programme. Corporate WiFi testing is now into the final phase and

work on delivering Office 365 is continuing. Initial work to facilitate the introduction of Skype for Business is complete and the Active Directory Federation for Office 365 has been implemented. Configuration and testing of Microsoft tablets is underway. This significant infrastructure work is designed to underpin a platform to support smarter working across the Commission in the future.

Health and Safety

33. The Health and Safety policies and procedures were seen by the Audit Committee on 24 February 2016. The newly signed Health and Safety statement has now been published on the Commission's website.

Office accommodation

34. The air quality contractor has completed the sample testing and air quality review. We are now awaiting recommendations.

Publications and external communications

35. Details of publications and external communications can be found at Annex B.

Annex A - Case Management update

[Exempt information under sections 30 and 31 of the Freedom of Information Act.]

Annex B – Communications report

1. Media calls

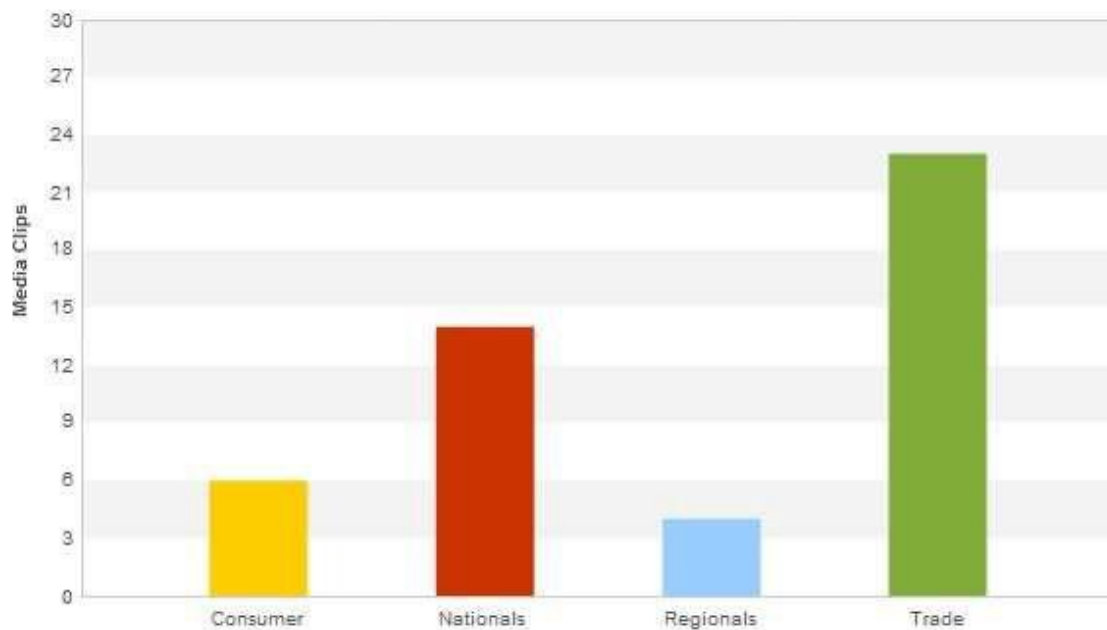
There were 21 media calls in February. This is about average and is broken down as follows:

24%	(5 calls)	Gaming machines
24%	(5 calls)	Paddy Power
14%	(3 calls)	Problem gambling
9%	(2 calls)	Betting
9%	(2 calls)	Integrity
5%	(1 call)	Bingo
5%	(1 call)	Remote
5%	(1 call)	Fantasy Sports
5%	(1 call)	RGSB

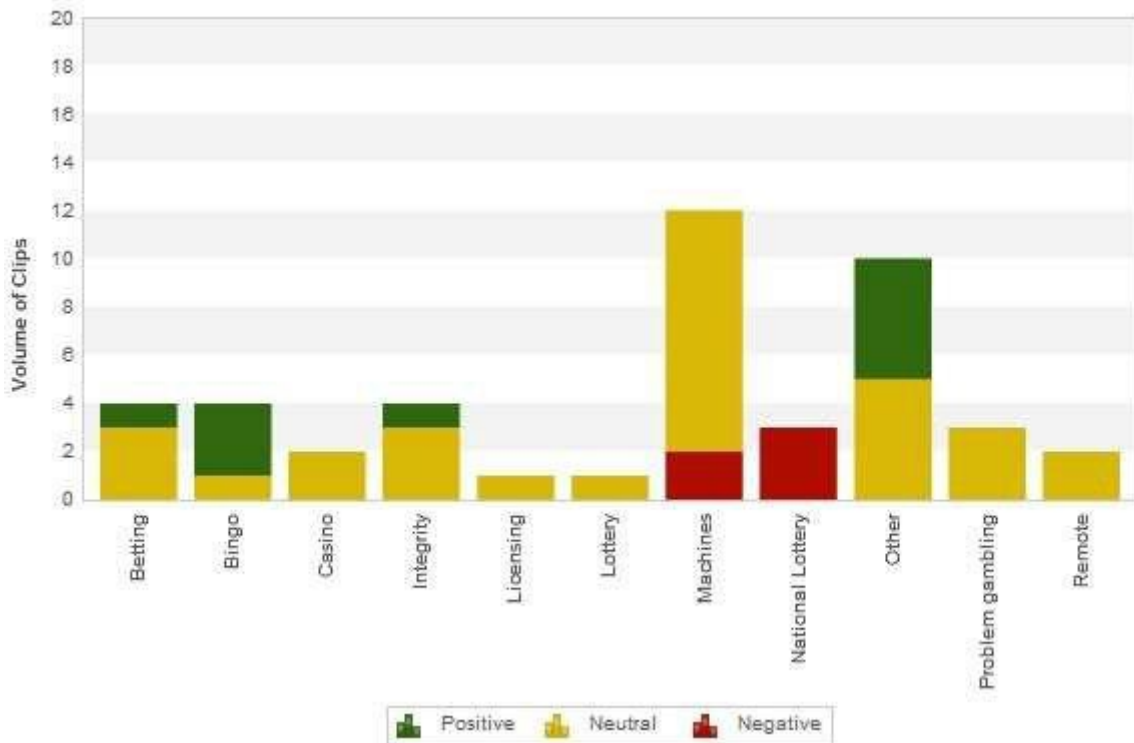
2. Press monitoring

Volume of coverage

There were 47 clips mentioning the Commission in February. Nearly 50 per cent of this coverage came from the trade press.



3. Topics and tone of coverage



February saw positive coverage concerning:

- the Upper tribunal finding the Commission has acted within its powers when it refused to grant Greene King a bingo operating licence to provide commercial bingo in pubs
- Sarah Harrison’s keynote speech at the World Regulatory Briefing
- Camelot raising a record £179m for good causes in January
- the publication of our ‘Participation in gambling and rates of problem gambling 2015’ report.

February saw neutral coverage concerning:

- a number of stories in the regional press quoting the amount spent locally on FOBTs, with the figures taken from the Campaign for Fairer Gambling.

February saw negative coverage concerning:

- our participation in gambling figures being picked up by the Mail on Sunday, commenting that participation in the National Lottery had dropped from 46% in 2012 to 32% in 2015. This was challenged by Camelot who stated overall participation across all National Lottery games remained high at around 70%. The Mail on Sunday did however print our quote from Ben Haden commenting on how the invigoration of Lotto had seen an increase in the amount of money going to good causes.

4. Press releases

- [Gambling Commission chief executive addresses flagship gaming show](#)
- [Gambling Commission wins Greene King appeal](#)
- [Gambling Commission joins Kick Crime Out of Sport project](#)

Open letter to The Times
Open letter to The Daily Mail
Commission research features online gambling trends for the first time
Lessons to be learned from failures at Paddy Power Group

5. Publications

Paddy Power public statement
Participation in gambling and rates of problem gambling – 2015 (headline findings)
Infographic (online behaviour)
Infographic (overall participation)
Participation in gambling and rates of problem gambling – 2015 (full report)
Participation in gambling and rates of problem gambling 2015 – Technical Annex
Casino drop and win summary report
Four e-bulletins and one licensing authority (LA) bulletin.

6. Events

ICE Totally Gaming conference and exhibition: A number of people attending from the Commission and we spoke at the conferences listed below
World Regulatory Briefing – Sarah Harrison keynote speech
International Casino Conference – Tim Tyler spoke
Cybercrime conference – Tim Tyler on panel
Betmarkets – Nick Tofiluk on panel
Sixth Annual Gaming Executive Forum – Sarah Harrison spoke on a panel

International online gaming forum – Nick Tofiluk and Tim Tyler on panels
Healys i-Gaming breakfast briefing: Fantasy Sports and E-sports regulation in the UK and US – current and future – Jamie Wall
European Commission: Developing European initiatives to fight match-fixing – Nick Tofiluk
LGA's annual licensing conference – Charlotte Meller leading workshop

7. Parliamentary questions

There were 25 written parliamentary questions of direct relevance to the Commission over this period. These questions covered a variety of topics and can be seen below:

Lord Chadlington: What progress they have made in tackling problem gambling. [HL5086]

Baroness Neville-rolfe: This Government wants to ensure that people are protected from being harmed or exploited by gambling. We welcome the ongoing work of the Responsible Gambling Strategy Board (RGSB), the Gambling Commission and the Responsible Gambling Trust (RGT) to identify the causes of problem gambling and to implement effective deterrents and treatments.

Lord Chadlington : Whether they plan to publish an updated policy on fixed odds betting terminals. [HL5089]

Baroness Neville-rolfe: On 21 January the Government published its evaluation of the £50 regulations introduced in April 2015, which is attached. The evaluation indicates that a large proportion of players of FOBTs may now be making a more conscious choice to control their playing behaviour and their stake level. We will now consider the findings of the evaluation before deciding if there is a need for further action. The following document(s) are referenced by this answer: <http://bit.ly/23DcbDQ>

Lord Chadlington : Whether they plan to introduce regulation for the social gaming industry. [HL5088]

Baroness Neville-rolfe: Social gaming is already covered by existing consumer protection legislation and other regulatory bodies. The Gambling Commission published the attached report on social gaming in January 2015. The Commission concluded that there was no compelling reason to impose additional regulation on the social gaming sector given that it is already subject to extensive consumer protection legislation. The Government will continue to keep this issue under review to ensure that appropriate protections remain in place. The following document(s) are referenced by this answer: <http://bit.ly/1UCfSna>

Mr Charles Walker: What research his Department has undertaken on the social costs of fixed odds betting terminals; and if he will make a statement. [23859]

Mr Charles Walker : What representations he has received on the ethics of fixed odds betting terminals; and if he will make a statement. [23860]

What discussion his Department has had since May 2015 on limiting the maximum stake on fixed odds betting terminals; and if he will make a statement. [23858]

Sir David Amess: What his policy is on reducing the stake on Fixed Odds Betting Terminals; and if he will make a statement. [24920]

Sir David Amess: When he next plans a review of gaming machine stakes and prizes. [24919]

All answered with the same response:

David Evennett: On 21 January the Government published its evaluation of the £50 regulations introduced in April 2015. You can find it here: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/493714/Evaluation_of_Gaming_Machine_Circumstances_of_Use_Amendment_Regulations_2015.pdf. The evaluation indicates that a large proportion of players of FOBTs may now be making a more conscious choice to control their playing behaviour and their stake level. We will now consider the findings of the evaluation before deciding if there is a need for further action.

Mr Charles Walker: What revenue has accrued to the Exchequer from the use of fixed odds betting terminals in each of the last four complete financial years; and if he will make a statement? [23857]

Damian Hinds: Total Machine Games Duty (MGD) receipts for the years ending 31 March 2015 and 2014 were £562 million and £502 million. Total Amusement Machine Licence Duty receipts for the years ending 31 March 2013 and 2012 were £151million and £219 million. Receipts from fixed odds betting terminals are not separately identified in the figures published in HMRC's Tax & Duty bulletin. The bulletin can be found here: <https://www.uktradeinfo.com/Statistics/Pages/TaxAndDutyBulletins.aspx>

Lord Chadlington: Why the Broadcast Committee of Advertising Practice exempts sports betting around televised sporting events from the 9pm television watershed. [HL5087]

Baroness Neville-rolfe: Televised gambling advertising in the UK is governed by the Advertising Codes which are maintained by the Broadcast Committee for Advertising

Practice. This is supplemented by a self-regulatory industry code, the Industry Code for Socially Responsible Gambling. An enhanced version of the industry code will come into effect in February 2016. New measures include a commitment that gambling operators will no longer advertise sign-up offers on television before 9pm.

The Lord Bishop of St Albans: How much tax revenue they have collected directly from fixed-odds betting terminals in each of the years from 2010–11 to 2014–15 inclusive. [HL5608]

Lord O'Neill Of Gatley: Total Machine Games Duty (MGD) receipts for the years ending 31 March 2015 and 2014 were £562 million and £502 million. Total Amusement Machine Licence Duty receipts for the years ending 31 March 2013, 2012 and 2011 were £151 million £219 million and £219 million. Receipts from fixed odds betting terminals are not separately identified in the figures published in HMRC's Tax & Duty bulletin.

Lord Smith of Hindhead: To ask Her Majesty's Government how many arrests were made in 2015 in (1) licensed betting shops, (2) adult gaming centres, (3) casino premises, and (4) licensed bingo premises.

Lord Bates: The Home Office does not hold data centrally on the number of arrests made in licensed premises such as betting shops, adult gaming centres, casinos and bingo premises. The Home Office collect data on the number of arrests broken down by offence group and police force area, but these do not include the specific location.

Ronnie Cowan: To ask the Secretary of State for Culture, Media and Sport, what discussions his Department has had with betting operators to ascertain how much is held in dormant betting accounts and unclaimed winnings.

Ronnie Cowan: To ask the Secretary of State for Culture, Media and Sport, pursuant to the Answer of 16 March 2015 to Question 227069, whether his Department has yet considered the recommendations of the Use of Dormant Betting Accounts Report, relating to the use of money from dormant betting accounts and unclaimed winnings held by betting operators for investment in good causes.

Answered both questions

David Evennett: My officials have regular discussions with betting operators on a wide range of issues. The Government keeps under review ways to support investment in good causes, including the recommendations of the Use of Dormant Betting Accounts Report. Ministers continue to encourage the gambling industry to maximise their contributions to these important areas, including funding programmes of research, prevention, and treatment of gambling-related harm.

Lord Collins Of Highbury : What assessment they made in their recent Evaluation of Gaming Machine (Circumstances of Use) (Amendment) Regulations 2015 of the evidence from the Gambling Commission that 633 cases of suspected money laundering were reported last year in the use of Fixed Odds Betting Terminals; and what conclusions they reached. [HL5733]

Baroness Neville-rolfe: Government takes the issue of money laundering in gambling very seriously, including these cases. The Gambling Commission already requires operators to take measures to prevent money laundering through its Licence Conditions and Codes of Practice - and it is currently consulting on proposed regulatory changes to

strengthen the fight against crime linked to gambling. In addition, the Treasury is planning to consult on the EU's forthcoming Directive on Money Laundering, which brings all gambling services within scope of the money laundering requirements.

Jim Shannon: What discussions his Department has had with the Big Lottery Fund on the renewal of the lottery licence. [26398]

Mr Edward Vaizey: The Gambling Commission is responsible for issuing the licence to run the National Lottery. Camelot currently hold the licence, which runs until 2023. The Commission expects to engage with a wide range of stakeholders, including lottery distributor bodies, during any future licence competition.

Carolyn Harris: If he will make an assessment of the costs to the NHS of the treatment of people with addiction to fixed odds betting terminals. [27615]

Carolyn Harris: What estimate he has made of the cost to the NHS of gambling addiction in each of the last three years. [27589]

Both questions answered

Alistair Burt: No such estimate has been made. We have no current plans to make such an assessment. We know that gambling addiction can potentially have a harmful impact on both a person's physical and mental wellbeing and problem gamblers can access services in primary care and secondary care including specialised mental health and addiction services. The Prime Minister recently announced £1 billion to start a revolution in mental health, including £247 million to make sure that every emergency department has mental health support (following £30 million invested in 2015/16). Also, over £400 million for crisis resolution home treatment teams will help to improve the management of admissions to acute psychiatric inpatient care, as well as ensure the routine availability of 24/7 intensive home treatment support as a safe and effective alternative to hospitals. Commissioners must continue to increase investment in mental health services each year at a level which at least matches their overall allocation increase.

Carolyn Harris: When his Department plans to launch the next triennial review of gaming machine stake and prize limits. [27597]

Carolyn Harris: What representative bodies (a) his Department and (b) the Gambling Commission has met to discuss the next review of gaming machines stakes and prizes. [27596]

David Evennett: My officials and staff in the Gambling Commission meet a range of stakeholders and representative bodies at regular intervals to discuss gambling policy and regulation. Information on Ministers' meetings with external organisations are included in the quarterly transparency returns. The Government published its evaluation of the £50 regulations introduced in April 2015 on 21 January. The evaluation paper can be found here: <https://www.gov.uk/government/publications/evaluation-of-gaming-machine-circumstances-of-use-amendment-regulations-2015> We will now consider the findings of the evaluation before deciding if there is a need for further action.

Carolyn Harris: How many police call-outs to betting shops there were due to violence related to fixed odds betting terminals. [27649]

Carolyn Harris: If she will make an assessment of the effect of fixed odds betting terminals on levels of crime; and if she will make a statement. [27650]

Mike Penning: The Home Office does not collect information centrally on the reasons why police officers are called out to specific locations. The Home Office has no plans for a formal assessment of the impact of fixed odds betting terminals on levels of crime. It is for Chief Constables and Police and Crime Commissioners to decide crime priorities at a local level, and the most appropriate response in their areas.

Mr Nicholas Brown: What duties apply to betting companies to ensure that vulnerable customers using their services gamble responsibly? [27665]

Mr Nicholas Brown: What assessment he has made of the effect of gambling on vulnerable people; and what provisions are in place to assist people who have gambling problems. [27666]

David Evennett: One of the three key licensing objectives set out in the Gambling Act 2005 is that vulnerable people should be protected from harm. All betting shop operators are required by the Gambling Commission's Licence Conditions and Code of Practice (LCCP) to have policies and processes in place to meet this objective. In addition, the industry trade body, the Association of British Bookmakers (ABB), has a mandatory code of conduct which places additional social responsibility requirements on all of its members. The rate of problem gambling is at 0.6% of the adult population, which is lower than comparable jurisdictions (USA, South Africa or Australia). However we recognise that rates are significantly higher among some sections of the population, such as young men, and that gambling-related harm is a real and significant problem. The majority of current provision for treatment of problem gamblers is through the Responsible Gambling Trust's funding of organisations such as GamCare, who provide a helpline and counselling services, and the Gordon Moody Association, which provides specialist residential treatment. Local treatment can be found through GPs and NHS addiction clinics, there is also a specialist NHS service treating gambling disorder, based in London. The Government is committed to ensuring that people are protected from being harmed or exploited by gambling. The Minister for Sport and Tourism has explained to the gambling industry that they are expected to demonstrate that they are improving existing player protection initiatives and evaluating the effects of previous initiatives. As the Minister said at the recent RGT harm minimisation conference, government and industry should never feel that there is an end point to social responsibility.

Carolyn Harris: What assessment he has made of the effect of the Gaming Machine Regulations 2015 on the volume of bets being staked at just under £50; and what steps his Department is taking to assess the levels of staff interaction with fixed odds betting terminal players in bookmakers. [27807]

David Evennett: The Government published the Evaluation of Gaming Machine (Circumstances of Use) (Amendment) Regulations 2015 on 21 January. The Evaluation can be found at: <https://www.gov.uk/government/publications/evaluation-of-gaming-machine-circumstances-of-useamendment-regulations-2015>. The Gambling Commission's Licence Conditions and Codes of Practice (LCCP), include clear requirements regarding staff interaction whenever players show signs of problem gambling. The Government is clear that we expect the industry to help people stay in control of their gambling, and ensure they know where to get help and advice if they need it.

8. Articles published

There was one article published this month.

Coinslot International – Head of the Commission hits back at The Times







9. Forward planner

This is now available on Hive and is updated regularly.

10. Internal communications

Portfolio changes promoted, organogram in progress, two hub briefings on anti-money laundering complex cases (Rank, Caesars and Paddy Power).

Reach... website, intranet and social media – audience reach

 <p>followers gained... ... this month</p>	 <p>Sessions are compared to previous year's average sessions (123,638)*</p> 	 <p>The month's page views as compared with the previous month (68,918)</p> 	 <p>followers gained this month</p> 
---	---	--	--

*Visits per month to the website compared to the average number of visits per month during the previous year.

Top 5... pages visited on the website and hive

<p>GAMBLING COMMISSION</p> <ul style="list-style-type: none"> 0,343 - Find licensees 0,266 - Protection of customer funds 6,623 - Gambling sectors 6,619 - Contact us 6,320 - Licensing, Compliance & Enforcement 	<p>I-hive</p> <ul style="list-style-type: none"> 3,336 - Directory 2,875 - All news 2,035 - Current vacancies 1,048 - Portals 526 - Daily media summary: Monday 	<p>Positive: 32%</p> <p>Neutral: 3%</p> <p>Negative: 3%</p> <p>Negative comments are primarily from Geoff Banks, including retweets. Positive comments cover the Paddy Power censure and Greene Kin win.</p>
---	---	--

Social shares

<p>Referrals from</p> <ul style="list-style-type: none"> facebook. 636 twitter 879 LinkedIn 316 	<p>twitter</p> <ul style="list-style-type: none"> Tweets by us: 16 Tweet impressions: 31400 Profile visits: 2,161 mentions: 220 	<p>0 900 shares</p> <p>The number of times pages on our website have been shared.</p>
--	--	--

Customer experience... how users feel about their website experience

Overall ratings Number of responses: 316

© 56%	© lo	@ 23%
<p>Of the 359 responses, 132 gave a reason for their rating, selecting either Easy to find, Clarity of information or Accuracy of information as detailed below (with a further 22 marking their reason as Other).</p>	<p>Easy to find</p> <ul style="list-style-type: none"> © 69% © 15% @ 15% 	<p>Clear</p> <ul style="list-style-type: none"> © 57% @ 19% Ⓜ 23% <p>Accurate</p> <ul style="list-style-type: none"> © 61% © 24% @ 15%

Users who have left negative comments generally fall into one of three categories, either they are on the wrong site and think they are communicating with a gambling organisation, they are unhappy with the answer to the question that brought them to our site, or they are unhappy with the Commission in general. Of the 38 comments received, 17 were negative, but only 8 actually relate to the web site.

If you would like further details on any aspect of this report, please contact Corporate Affairs