

GAMBLING COMMISSION

GCM(17)1

Minutes of the meeting of the Board of Commissioners

Victoria Square House, Birmingham (Boardroom)

19 January 2017

Attendees: John Baillie
Stephen Cohen
Sarah Harrison
Alison Hastings
Bill Moyes (Chair)
Sarika Patel
Trevor Pearce
Simone Pennie
Jonathan Scott
Catharine Seddon

In attendance: Sarah Gardner
James Green (for item 7)
Sue Harley
Simon Knee (for item 3)
Neil McArthur
Tim Miller
Helen Rhodes (for item 5)
Nick Tofiluk
Mark Wagstaff

[staff names of those other than the leadership team have been redacted]

Apologies: Walter Merricks

Item 1: Welcome, apologies and declarations of interest

1. The Chair welcomed Jayne Cunnington, Manager - Governance, to the Board meeting.
2. No new interests were declared that were not already recorded in the register of interests.

Item 2: Minutes and actions

3. The minutes of the meeting held on 8 December 2016 were approved subject to minor drafting changes.
4. The rolling actions were reviewed and updated.

Item 3: Report from the Chief Executive - Board Performance Pack: GCP(17)01 & 02

5. The Chief Executive presented the Board performance pack, which included:
 - the latest iteration of the balanced scorecard
 - planned events
 - casework update
 - communications report
 - financial report.
6. The Chief Executive provided updates on:
 - people and performance
 - media, stakeholders and political
 - The Commission's plans for early 2017
 - National Lottery
 - independent assurance work.
7. The Board noted the changes to the contact centre had been announced and also that the new website had launched successfully. The Board noted that the new fees regime announced in December had been broadly well received.
8. **[Exempt information under section 43 of the Freedom of Information Act 2000]**
9. The Board noted that GambleAware was reviewing the services of Gamcare and Gordon Moody. The GambleAware Board met last week to discuss the findings and would continue to monitor provision, to ensure effective treatment services.
10. The Board also noted the update on the Commission's work with the Competition and Markets Authority (CMA) regarding fairness of operators' terms and conditions. In particular, that the scope of the review had widened and now included 13 operators. Alongside this, the Commission had concluded its case relating to consumer rights failures around the fairness of terms and conditions in offers promoted by TGP Europe Ltd and Fesuge Ltd.
11. The Board noted the Performance Pack and CEO Highlight Report.

Item 4: Developing the Governance of the Gambling Commission

12. The Chair had met with all Board members to discuss the need for stronger KPIs and better information about the Commission's performance, and effective mechanisms for

the Board to identify areas of possible organisational under-performance. He advised that John Baillie would lead a working group to look at this. The work would run in parallel with development of the corporate strategy.

13. The Board also agreed that a review of Committee terms of reference should commence shortly.

Item 5: Gambling Review advice: GCP (17)05

14. **[Exempt information under section 36 of the Freedom of Information Act 2000]**

Item 6: AOB

15. There were no other matters arising.