

# GAMBLING COMMISSION

GCM(16)07

## Minutes of the meeting of the Board of Commissioners

Victoria Square House, Birmingham (Boardroom)

22 September 2016

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

**In attendance:** Sarah Gardner  
Ben Haden  
Sue Harley  
Paul Hope (for items 5)  
Simon Knee (for item 3)  
Neil McArthur  
Tim Miller  
Nick Tofiluk  
Mark Wagstaff (observing)

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

### **Item 1: Welcome, apologies and declarations of interest**

1. The Chair welcomed Mark Wagstaff, Head of Governance, to the Board, who attended as an observer.
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 21 July 2016 were approved subject to some minor drafting changes.
4. The rolling actions were reviewed and updated.

### **Item 3: Report from the Chief Executive - Board Performance Pack: GCP(16)55**

5. The Chief Executive presented the Board performance pack, which included:
  - the latest iteration of the balanced scorecard
  - planned events
  - casework update
  - communications report
  - e-communications report
  - financial report
  - update on Horserace Betting Levy Board reform.
6. The Chief Executive also presented the CEO highlight report which provided updates on:
  - people and performance
  - external updates
  - compliance
  - communications.
7. The Board discussed both the Performance Pack and the CEO highlight report. The Board raised concerns that in the e-communications report 27% of people visiting the website did not have a good experience and the reason for this was because they were on the wrong website. The Board noted that these people were looking to resolve consumer complaints and had needed to be on an Alternative Dispute Resolution providers (ADRs) website. The Commission is now a competent authority for ADRs and the Commission needs to reinforce this on its website. The Board also noted that the new website should be live in January and that they would be kept informed of the development.
8. The Board also discussed the Finance Report, in particular the level of reserves and whether this was sufficient. They noted that the amount could be increased as part of the next budget.
9. The Board also agreed that further thought should be given to the Balanced scorecard and the data that is being captured.

The Board noted the Performance Pack and the CEO highlight report.

#### **Item 4: Review of the Corporate Governance Framework GCP(16)(58)**

11. The General Counsel introduced the paper, which summarised the outcome of the latest review and proposed revisions to the Framework which the Board were asked to approve.
12. The Board noted that the only significant changes related to Appendix 6 Delegation of licensing and regulatory decision making under the Gambling Act 2005. The remainder of the changes proposed to other documents in the Framework had been made in order to reflect organisation changes.
13. The Board approved the proposed amendments to the Corporate Governance Framework subject to Appendix 11 being renamed and some small drafting amendments.

#### **Item 5: Gambling review preparations: GCP(16)60**

14. The Programme Director introduced the paper which is part of a series of papers, coming to the Board over the next few months, forming part of the Commission's preparations for a government gambling review.
15. **[Exempt information under section 36 of the Freedom of Information Act 2000]**
16. The Board noted the process and timetable.

#### **Item 6: Report from the National Lottery Committee**

17. The Programme Director – Lotteries provided a brief update on the outcome of the National Lottery Committee held on 14 September.
18. **[Exempt information under section 43 of the Freedom of Information Act 2000]**

#### **Item 7: Remote gambling and software technical standards – Consultation: GCP(16)59**

19. The Executive Director introduced the paper which summarised the proposed revisions to the Remote gambling and software technical standards. The document sets out the technical standards gambling software and remote operating licence holders are required to comply with.
20. The Board noted that this is the first in-depth consultation since the Remote gambling and software technical standards was published in 2007 and the proposed changes took account of how things have moved on in this sector. The Board also noted and that the consultation would be published at the end of October and would run for three months.

#### **Item 8: Report from the Remuneration Committee**

20. The Chair of the Remuneration Committee provided a brief update on the outcome of the Remuneration Committee meeting, which immediately preceded the Board meeting.
21. The Board noted in particular the progress on pay and bonuses for 2016 / 17, further work the Commission is undertaking in regards to performance management, recognition scheme, people strategy and recruitment.

#### **Item 9: AOB**

22. The Chief Executive advised that the order of the agenda for the October meeting will be reordered to accommodate an enforcement case which was being referred to the Board.

