

Events (not covered elsewhere)

1. The key events attended last month included:

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

Industry Stakeholders	Purpose	Accompanied By
Operators		
Camelot	<p>Bill and Sarah attended a meeting with Jo Taylor, Chair and Nigel Railton, Chief Executive, Camelot</p> <p>Sarah attended further meetings with Camelot including a regular monthly catch up and a meet with Camelot officials</p>	<p>Jonathan Scott</p> <p>Sarah Gardner and Ben Haden</p>
Sky Betting and Gaming	<p>Bill visited the Sky Betting and Gaming offices in Leeds to meet with Richard Flint, CEO and tour the premises</p> <p>Sarah met separately with Richard Flint, CEO, Sky Betting and Gaming at VSH as a follow up to attending the Sky Betting and Gaming Board</p>	
888	Sarah met with Itai Frieberger, Chief Executive, Aviad Kobrin, Chief Financial Officer & Brian Mattingley, Non-Executive Chairman of 888 following on from ICE	
Mecca Bingo (Rank Group)	Sarah met with Alan Morgan, Managing Director, Mecca Bingo for an introductory meeting	
Bet Buddy	Sarah met with Simo Dragicevic, CEO, Bet Buddy as a follow up after meeting at ICE	N/A
Pokerstars	Sarah met with Rafi Ashkenazi, CEO, Pokerstars as an introductory meeting	
International Game Technology (IGT)	Sarah met with Robert Jones, Vice President of Regulatory Development and Luke Orchard, SVP Chief Compliance and Risk Management, International Game Technology as a follow up from ICE	
Rank Group	Bill and Sarah met with the Board of Rank	
William Hill	Sarah met with Philip Bowcock, CEO, William Hill as a follow up to Bill and Sarah's meeting with the Board of William Hill	N/A

Industry Stakeholders	Purpose	Accompanied By
Trade Bodies		
Association of British Bookmakers (ABB)	Bill attended a Chair to Chair meeting with Paul Darling QBE, QC	N/A
Remote Gambling Association (RGA) & Association of British Bookmakers (ABB)	Sarah met with Clive Hawkswood, Chief Executive, Remote Gambling Association and Dr Radomir Tylecote, Director of Industry and Regulatory Relations, Association of British Bookmakers to discuss enforcement and complaints handling	Paul Hope and Richard Watson
Justice for Punters	Sarah attended a meeting with Mr Chappell and colleagues from Justice for Punters to discuss GC and J4P areas of concern including CMA issues and consumer feedback	Paul Hope

Other Stakeholders		
Other	Purpose	Accompanied By
Information Commissioners Office (ICO)	Sarah had a meeting with Elizabeth Denman, Information Commissioner, Richard Marbrow, Corporate Governance Manager and Richard Nevinson, Senior Policy Officer, Information Commissioner Office to discuss issues including GDPR, Regulatory conflicts/overlap, PECR and joint working to tackle unsolicited SMS and email; update on iesnare investigation and 'cookies' guidance	
Her Majesty's Treasury (HMT)	Sarah met with Mike Cunningham, Deputy Director, HMT for their regular quarterly catch up	N/A
Department for Business, Energy & Industrial Strategy (BEIS)	Sarah met with Daron Walker, Senior Responsible Officer, BEIS for a catch up meeting	
Responsible Gambling Trust	Bill attended the regular Responsible Gambling Trust RET Chairs Meeting	N/A
Gambleaware	Sarah attended a Gambleaware session at VSH with trustees inc Professor Siân M Griffiths, Professor Anthony Kessel, Chris Pond and Alan Jamieson to discuss market overview, Gambling Commission perspective and work on social responsibility	Paul Hope
The Guardian	Sarah attended an informal interview meeting with Chris Cook, The Guardian	
Saxton Bampflyde	Sarah met with Jonathan Morgan, Partner Head for Regulation and Practice and Kate Ludlow, Partner, Saxton Bampflyde following on from COO recruitment	N/A
DCMS	Sarah met with David Rossington, Finance Director, DCMS for a regular catch up	N/A
DCMS	Helen Judge, Director for Performance and Strategy made an introductory visit to VSH to meet Exec and various teams (Sports Betting Integrity, Contact Centre, eSports, Social responsibility and RGSB)	Department leads and Exec

Financial Ombudsman	Sarah met with Caroline Wayman, Chief Ombudsman and Chief Executive, Financial Ombudsman Service as an introductory meeting	N/A
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Other Stakeholders		
Other	Purpose	Accompanied By
Microsoft	Sarah met with Dr Nicola Hodson, General Manager of Marketing & Operations, Microsoft as an introductory meeting	N/A
Competition and Markets Authority (CMA)	Bill met with David Currie, Chairman, CMA for a Chair to Chair meeting	N/A
Sunday Times	Sarah attended an informal interview meeting with Daniel Dunkley, Sunday Times	
Ontario Lottery and Gaming Corporation	Sarah met with Stephen Rigby, President and Chief Executive as a follow up meeting after the discovery conference	Jonathan Scott

Other Events (Conferences and Receptions etc.)

Event	Description
19th meeting of Expert Group on Gambling Services, Brussels	Sarah and Richard Bayliss attended Expert Group in Brussels where they discussed matters relating to Match-fixing, Technical Requirements and Administrative Cooperation
GREF Conference 2017	Bill gave a welcome speech at GREF and also attended a GREF session - "In what way did various European jurisdictions organise their exclusion systems?"
Saxton Bampfylde Annual Summer Party	Sarah Harrison and Sarah Gardner attended the Saxton Bampfylde Annual Summer Party as a networking event
Hanover Communications Summer Party	Sarah attended the Hanover Comms Summer Party as a networking event
Lottery Forum Chief Executive Meeting	Sarah attended the Chief Executives Lottery Forum meeting which included the following invitees Julie Carney, DCMS David Rossington, DCMS Jennie Price, Sport England Ros Kerlake, HLF Dawn Austwick, Big Lottery Fund

Communications update- May

1. Media contacts

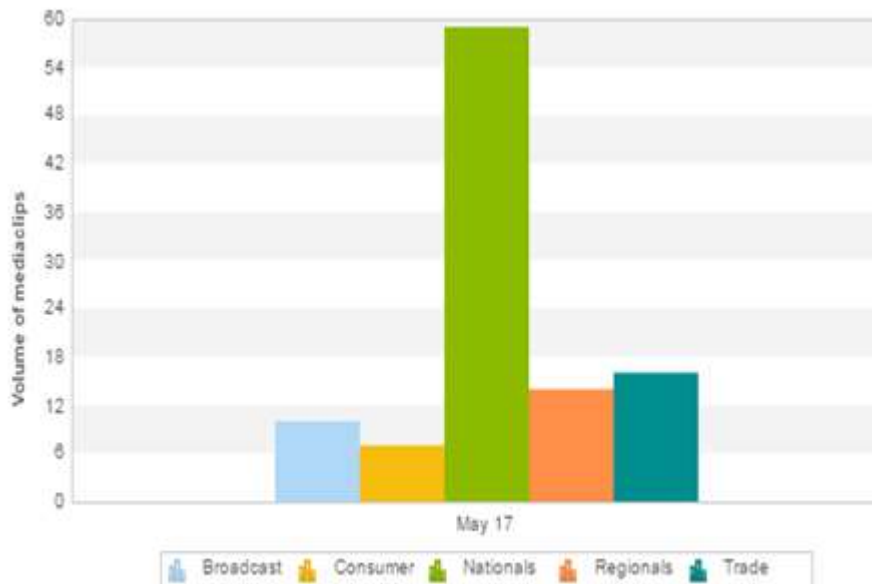
There were 41 media contacts in May.

2. Press monitoring

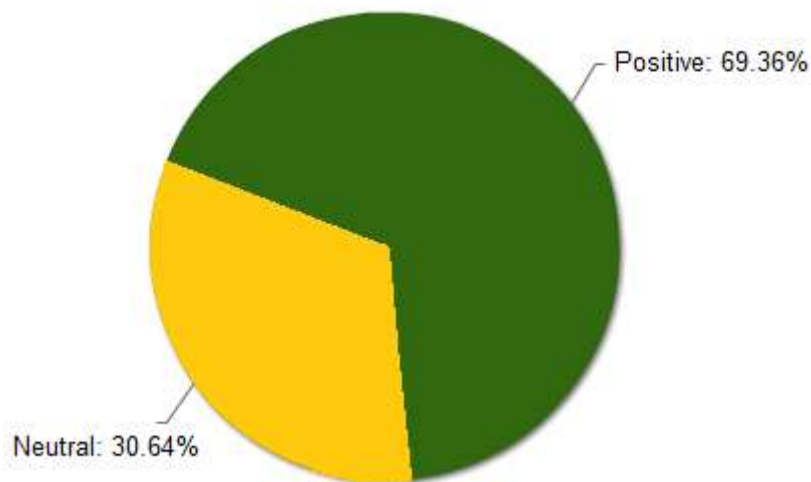
28%	11	Licensing/compliance-crossover
23%	9	Integrity
12%	5	Betting
12%	5	Statistics
7%	3	Problem gambling (self-exclusion/social responsibility)
7%	3	Lotteries
5%	2	Poker/shared liquidity
2%	1	Machines
2%	1	Advertising/marketing
2%	1	AML

3. Volume of coverage

There were 106 clips mentioning the Gambling Commission in May, across broadcast, national, regional and trade media. The bulk of national coverage can be attributed to 888.com and the John Terry incident.



4. Topics and tone of coverage



Positive coverage:

- BGO fine over misleading advertising
- John Terry/FA investigation
- 888.com announce investigation by Gambling Commission
- Industry statistics published
- Greene King verdict in our favour

Neutral coverage:

- Range of topics including FOBTs, remote and problem gambling.

Negative coverage:

- No notably negative coverage

5. Press releases

[Gambling business fined £300,000 for misleading advertising](#)

[David Pemberton appointed Gambling Commission Chief Operating Officer](#)

[Latest industry statistics published](#)

Publications

[Industry statistics](#)

[Casino drop and win](#)

Two [e-bulletins](#) and one [LA Bulletin](#).

6. Events

- Nick Tofiluk attended the European Regulators meeting in Lisbon.
- Sarah Harrison delivered a keynote speech at the Lotteries Council Conference in Leicestershire. Cliff Young, Joanne Cartwright, Claire Burgin and Louise Notley exhibited and delivered several workshops at the conference.

- Sarah Harrison and Richard Bayliss attended the 'Expert Group on Gambling Services' meeting in Brussels
- Tim Miller delivered a keynote speech at the IAGA Global Responsible Gaming Forum in New York. He also participated in two panel sessions.
- Nick Tofiluk moderated a panel session at the GREF Annual meeting in London. Bill Moyes delivered the opening address and Richard Bayliss participated in a panel session. Sharon McNair and Sarah Harrison also attended.

7. Parliamentary questions

Due to Parliament being dissolved for the upcoming General Election, there have been no PQs during May.

8. Forward planner

This is available in the [Communications Forward Planner](#) which is updated regularly.

9. Internal communications

During the past month, we have provided internal communications support for a number of change workstreams as well as for the Change programme itself. We have also contributed to capacity-building through our effective writing project.

We delivered detailed communications plans for the Change programme, for the new Transparent Reward pilot and for the roll-out of the Employee Coaching Offer. An outline communications plan has also been provided for Licensing Futures.

Elsewhere, we also supported the KIM team in developing a 'rolling comms plan'. This has established a repeatable (and scalable) communications framework which can be used in later phases of SharePoint implementation.

Our capacity-building work has concentrated on improving basic writing skills through a training interventions, focusing on our Contact Centre team. The first sessions were delivered during this quarter and have been well-received.