


Report from the Player Protection Reference Group

For Board approval	
For Board brief	
For Board steer	
For Board information	

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Executive summary

1. This paper provides an update for the Board on progress made by the Player Protection Reference Group (Reference Group), which met last on 20 March 2014.
2. As well as noting progress to date, the Board is asked to endorse the recommendations made by the Reference Group as set out below in relation the following:
 - Customer Interaction
 - Technical Standards and Equipment Specification
3. In these areas the recommendations make minor suggestions but in neither case does the group recommend that significant or immediate action is needed.

Progress to date and emerging recommendations

4. The key points arising from the meeting of the Reference Group are:

Customer Interaction

5. Customer interaction had been identified as requiring scrutiny as per the group's terms of reference because of the potential perceived differences in approaches to customer interaction and the requirement for operators to engage with customers whose behaviour may indicate problem gambling.
6. The Reference Group reviewed the rationale for any differences in approach and if it presented an issue for the merged organisation.
7. The Reference Group discussed the following:
 - Expectations of Society Lotteries in managing harm to customers
 - An historic view of Society Lotteries
 - Changes in Society Lottery products over time
8. The Reference Group acknowledged that there were some inconsistencies of what was expected of Operators and discussed the most appropriate route to deal with the issues raised.
9. The Reference Group recommends that although no immediate action is required in this area it would be appropriate for customer interaction to be considered as part of the LCCP and Guidance to Local Authority: Social Responsibility and Marketing and Advertising consultation, as this would be a natural vehicle to progress further consideration

Technical standards & equipment specifications

10. Technical standards & equipment specifications has been identified as requiring scrutiny as per the group's terms of reference to consider the consistency in approaches by both National Lottery and non-National Lottery functions and the assurances gained.
11. The Reference Group discussed and noted the following:
 - The Gaming Machine Testing Strategy Consultation
 - The ongoing return to player work within the Commission
 - The level of expertise across the programmes

12. The Reference Group recommends that:
- No immediate action is required in respect of technical standards and equipment, including return to player, testing and systems integrity; and
 - Self-certification in terms of compliance has been discussed in the Gaming Machine Testing Strategy Consultation but that this has had no impact in terms of the National Lottery

Next steps

13. At the meeting the Reference Group reviewed the schedule for planned work, and the associated timescales. Work will continue to closely monitor the plan to ensure it stays on track and the group will be updated as applicable.
14. Full papers considered can of course be made available to those Commissioners not directly involved.

Recommendations

15. The Board is asked to endorse the recommendations set out above.