


Report from the Chief Executive

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

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Chief Executive

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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.

Key issues

2. The key issues preoccupying me at the moment are, much as last month, the inter-related issues of:
 - bridging the gap between now and when we have recruited and got up to speed the significant number of new people we are currently recruiting at all levels but including three Commissioners and my successor;
 - improving the pace and quality of our operational delivery while managing a significantly increased workload from the combination of remote implementation and external demands eg on machines research; advertising; lottery policy review; fourth AML directive; turnover at DCMS;
 - **[Exempt information under section 36 of the Freedom of Information Act]**
 - keeping the Commission strategic approach to gambling regulation coherent and developing in the right direction by using events and issues (eg forthcoming election; advertising and lottery reviews; ICE; fees green paper) as opportunities to develop and secure more effective regulation. There is a risk of losing sight of what we are trying to do in the process of trying to cope with external pressures.

Events

3. The key events attended last month included:
 - Philip and I, together with several colleagues, attended the ICE Totally Gaming Conference in London over the week 3 – 5 February, at which:
 - Philip gave a welcome speech and introduction to the keynote speaker at the Regulators lunch;
 - We took part in various panels and discussions at sessions;
 - We held individual meetings with other international regulators, including our colleagues from Casino Regulatory Authority, Singapore, with whom we have a close working relationship;
 - We attended the GREF 2015 lecture and drinks.
 - I accepted an invite from Harris Hagen to join a dinner to celebrate the publication of the book 'Gaming Law 2nd Edition – Jurisdictional Comparisons' which Philip had written the foreword for (Philip unable to attend) – it was attended by many of the authors who had contributed to the book and I was accompanied by Birgitte Sand, the current President of IAGR;

- I met Susie Uppal, a former Commission employee who is now Executive Director at the Press Recognition Panel – an oversight body for Regulators being set up by the press. Susie was keen to explore some of the start-up issues we had encountered at the Commission in the early days.
4. Other meetings and events are included under the relevant headings in this report.

Empowering consumers

Social responsibility (Business plan priority)

5. On 6 February we published *Strengthening social responsibility*¹, which contains our responses to last year's consultation on the social responsibility elements of the LCCP. The LCCP SR consultation generated 141 responses, each covering up to 75 questions. *Strengthening social responsibility*, which sets out our position on the key issues and the action we have taken as a result, was the culmination of months of work analysing the responses and reviewing our policy positions. We continued to engage with stakeholders after the consultation closed (in some cases right up to the point of publication); for example through our contacts with the ABB self-exclusion working group and our consultation group on the Annual Assurance Statement.
6. For self-exclusion, we have introduced a new social responsibility code requiring operators offering online gambling (with some exemptions such as society lotteries who only offer traditional draw based games) to participate in a multi-operator self-exclusion scheme once it is established. We continue to work closely with the Remote Gambling Association and its members to develop an operationally workable online self-exclusion system. We aim to have an outline system ready in the first quarter of 2015. We will seek views through consultation on the system and on the potential costs of both implementation and ongoing running costs. If we proceed (which is the likely outcome), then we think that a fully live system could be implemented during 2017.
7. There will be follow-up consultations on specific topics arising from this review of social responsibility provisions. This month we finalised and published a supplementary consultation on the form and content of the Annual Assurance Statement².
8. Our programme of test purchasing work with local authorities in 2014 culminated in the imposition of tougher conditions on a number of premises licences. Hastings, Brighton and East Lindsey local authorities reviewed the licences of two adult gaming centre operators, along with an FEC and a betting operator, where those licensees had failed a second test purchase took place within a number of months. Some of the conditions imposed include:
- installing barriers to reduce the risk of underage access to age-restricted areas;
 - re-positioning machines and staff counters to ensure staff are better able to supervise customers; and
 - using infrared beams to alert staff to the presence of customers.
9. Philip attended a reception to mark the launch of The Senet Group, an independent body set up to promote responsible gambling standards. I attended a meeting for the

¹ <http://www.gamblingcommission.gov.uk/pdf/Strengthening-social-responsibility-LCCP-responses.pdf>

² <http://www.gamblingcommission.gov.uk/pdf/Annual-assurance-statement-consultation--February-2015.pdf>

Society for the Study of Gambling - *The Changing Faces of Gambling*. I also had an introductory meeting with Ellie Mond, Child Internet Safety, DCMS.

Marketing and advertising

10. Commission colleagues presented an update on the Government's advertising review to the RGSB Strategy Board on 27 January. On 3 February the RGSB Chair wrote to us offering the Board's preliminary thoughts on the emerging outcomes, which were broadly positive. RGSB is currently considering what priority it ought to attach to marketing and advertising in its revised strategy.
11. DCMS submitted its draft response to the four strand advertising review for Cabinet 'write around' on 3 February, and is now due to publish by the end of the month. We have received a draft copy of the report and have offered informal advice and comment to DCMS. Commissioners will receive a full report on the outcome of the review at Board on 26 March.
12. We met the BPI (British Recorded Music Industry) Copyright Protection Unit on 11 February to discuss the gambling industry's role in driving revenue to copyright infringing websites. BPI has agreed to share with us their quarterly threat reports and the outcome of discussions with gambling operators whose brands are routinely appearing on these sites.

Complaints and disputes

13. There has been a delay in the first set of Government regulations implementing the ADR Directive; the regulations will, amongst other things, name the Commission as the competent authority to approve ADR entities under the Directive. We are, however, proceeding with preparations to implement our new role as competent authority and to minimise the impact of the delay on our assessment of ADR entities.
14. The Consumer Rights Bill remains in debate and the deadline after which proceedings on the Bill will lapse has been extended until 30 March 2015. Discussions with BIS indicate that it still intends the Bill's implementation date to be 1 October 2015. BIS colleagues have also agreed to support the Commission's work to augment general guidance on the Consumer Rights Bill and ADR Directive with gambling-specific advice if we should consider that appropriate.

Raising standards

Licensing of remote operators (Business plan priority)

15. The main areas we focused on during the period were:
 - Processing of applications: 21 applications have been determined in full and licences issued. Four applicants have withdrawn their applications and their continuation licences have lapsed. As previously reported, outstanding information has now been received from the bulk of applicants whose application or supporting evidence was incomplete at the time of submission

and we continue to actively process those applications. 151 applications remain to be determined.

- In respect of software applications, we have received 112 software applications (including 46 made as part of the 176 advance applications under transitional arrangements) and have determined 21.
- Despite the issue of a final reminder to B2C operators in January 2015, there are potentially up to 16 suppliers who have not yet applied for a licence. The final reminder issued in January reminded B2C operators of the licence condition to only source software from Commission licensed suppliers and advised them to put contingency arrangements in place should their supplier(s) not be licensed by 31 March 2015.

High impact compliance (Business plan priority)

16. **[Exempt information under section 31 of the Freedom of Information Act]**
17. **[Exempt information under section 31 of the Freedom of Information Act]**
18. We are also working on the development of a handbook for staff to provide a framework for work on HIOs, in particular the conduct of corporate evaluations. This will help ensure consistency of approach and achievement of required standards, taking into account lessons learned from our early corporate evaluations.

Regulatory framework

19. Our consultation on proposed content and timing of customer funds reports to the Commission by remote gambling operators closed on 13 February. We received seven responses and are now assessing the nature of the reporting system which we will create under the Commission's e-services umbrella and the exact implementation timetable for the new system, alongside other IT development priorities.
20. The Commission's new requirements on the display of customer funds information according to the new customer funds rating system came into force on 2 February for new customers and will come into force on 28 February for existing customers, although many operators have chosen to use a single implementation date for both requirements. This is an important step in helping customers have the necessary information to assess the risk to their funds before choosing to deposit funds with an operator.
21. A number of operators chose to raise their levels of protection for customers ahead of the new information requirements. Our advice note to operators on complying with the new requirements has been updated to answer questions and issues raised by operators as they implemented the requirements. Some operators have provided feedback that they are refining their messages to consumers where concerns were raised by significant numbers of customers even when the rating is 'high'. We continue to monitor these developments and will take account of these experiences in future updates to the advice note or to the ratings categories or broader system.

Regulation of lotteries

22. A briefing note on issues arising from the assessment of retail and online betting on lotteries is being finalised and will be reported to you before publication. The draft advice was shared with the ASA who have made some minor suggestions; they declined the proposal to publish joint advice.
23. Following proposals and advice from the Commission on the deregulation of some small 'exempt' lotteries and a consultation exercise by DCMS, a Legislative Reform Order (LRO) was laid before Parliament on 29 January and is expected to be passed in early April. The sector team has started preparations to review and update the general advice, guidance and FAQs on our website, and the advice to local authorities to reflect the changes.
24. **[Exempt information under section 30 of the Freedom of Information Act]**
25. A bulk email was sent to 175 society lottery operators to emphasise the risk to the continuity of their lottery of operating with just one approved "responsible person" (i.e. annex A or PML holder) and recommending that they have more than one approved person in place or another contingency plan.

Licensing and online applications

	OL Lifecycle (Jan)	PL Lifecycle (Jan)
Applications received	40	186
Applications determined	23 (SSD YTD 72%)	166 (SSD YTD 80%)
Variations received	59	5
Variations determined	39 (SSD YTD 83%)	4 (SSD YTD 65%)
Change of corporate control received	14	N/A
Changes of corporate control determined	11 (SSD YTD 66%)	N/A
Sign-up to e-services	2620	5036
Payments made on line since launch of e services:	486 (435 are annual fees)	209

* SSD service standards – 80-% within six weeks from receipt to determination

26. The contact centre has received 5,409 enquiries in January 2015 compared to 3,905 in January 2014. 95% were resolved within target timescales. Work continues to deal with the influx of queries we have received in two areas:
 - From consumers, as a result of the implementation of the Gambling (Licensing and Advertising) Act 2014 which means that licensees previously regulated offshore now fall under our jurisdiction, and
 - From operators as a result of a technical problem with submission of online regulatory returns and lottery submissions. This has now been resolved.

27. I met Andrew Love, Chairman of The Ritz Club, at his request, to discuss re-licensing of The Ritz Club. I attended the Industry Lawyers Group Meeting at VSH organised by our Legal team. Nick, Matthew and I met [Exempt information under section 40 of the Freedom of Information Act] of Regulus who had brought Joe Saumarez-Smith (Chairman of Bede and NED of BHA) and [Exempt information under section 40 of the Freedom of Information Act] to VSH to discuss software licensing and general approach to LCCP.

Proactive compliance

28. Proactive compliance assessment activity in respect of non-HIO operators is planned, delivered and reported quarterly. The work plans for Q1, Q2 and Q3 have all been delivered with Q4 in progress. 1,030 assessments were planned for completion by the end of the work plan year on 31st March 2015. As of 10 February:
- 871 assessments had been completed
 - 100 assessments had been arranged but not yet completed
 - 59 remained to be arranged.
29. In this period 716 lottery submissions were received, all of which complied with the minimum returns to good causes. There were issues with submissions caused by the migration of LIS to the new e-services reporting systems. This has now been rectified.
30. 527 regulatory returns have been received out of the 1,159 expected. The expected figure includes 391 returns from remote operators; however, due to changes in information requirements, remote operators due to submit by 28 January 2015 were given an option to either submit a short return covering the period November and December, or a return covering five months from 1 November 2014 to 31 March 2015. It appears that the majority have gone for the latter option. The submission rate for non remote is lower than we would normally expect which has in part been due to a technical problem with the online submission process as well as operator accessing error. These issues have now been resolved and outstanding returns are being chased. Twelve returns were resubmitted due to data quality issues.

Complex cases, enhanced compliance and criminal enforcement activity

31. Details of individual cases are at Annex A.

Reactive compliance (non-complex)

32. Five new Section 116 reviews were allocated for investigation, three for personal function licence holders (PFL), and two for operator licences. One case of unlicensed activity was commenced.
33. One review was closed when the decision was taken that no further action was required after the operator took steps to become compliant.

34. The workstream has engaged with nine remote operators who had not submitted security audits by the required deadline. Five are now compliant; the remaining four will submit their audits before the end of the month.

Betting integrity

35. The Sports Betting Integrity Forum (SBIF) agreed the next steps in progressing the Sports Betting Integrity Action Plan (part of the UK Anti-Corruption Plan), with the aim of agreeing the final version at its next meeting in May. The Forum has also agreed to review their terms of reference to reflect implementation of the plan, which the Commission will lead on while working in conjunction with the co-chairs of the group.
36. Nick Tofiluk attended ICE and participated in panels on sports integrity and match fixing in sports betting and on the introduction of the Fourth Money Laundering Directive.
37. The EU is presently seeking research proposals to progress “integrated mechanisms for co-operation to identify sports betting risks” and the Council of Europe has submitted a bid. Due to the progress the UK has made in this area, the Commission has been asked to participate and we have agreed in principle to do so. Decisions as to the award of the work are expected in April.

Anti-money laundering (AML)

38. The AML workstream continues to make progress against the objectives set out in the workstream’s two year plan agreed in May 2014, as follows:
39. Within the **Influence & Learn** strand:
 - We met HM Treasury officials to discuss the implementation of the EU Fourth Money Laundering Directive (4MLD). Adoption of the directive is anticipated in late April 2015 triggering a two year period for implementation within members states. We further considered our continued contribution to the National Money Laundering Risk Assessment. Publication is planned to take place by April 2015;
 - We met two Bitcoin payment service providers, as well as other regulators and consultants with an interest in this cryptocurrency, in order to inform our understanding of this new and evolving technology as a potential means of payment;
 - We met HMRC to share details of, and discuss our approach to supervising operators for the purposes of the ML Regulations;
 - We met officials from the UK Financial Intelligence Unit (FIU). During this routine quarterly meeting we considered how we will align our responses to the 4MLD, technical Suspicious Activity Report (SAR) issues, and the potential to steer SAR-related analysis to inform the Commission’s understanding of ML risk.
40. Within the **Apply** strand:
 - We hosted a day long workshop including representation from 32 operators, the Remote Gambling Association and Gambling Business Group. This focused on

best practice in AML procedures including customer due diligence, customer monitoring and determining source of funds.

41. Within the **Assure** strand:

- We are presently focussing on AML policies and procedures within the casino sector, where we are undertaking 50 compliance inspections between January and March 2015.

Building partnerships and understanding

Providing advice (Business plan priority)

42. We continue to liaise with HMRC, who are dealing with an issue relating to a tax challenge from an operator in relation to tax differentials for various machines.
43. We met the team from DCMS at the Commission offices and at ICE where games machines suppliers demonstrated the customer journey in relation to the s.240 regulations concerning the £50 provisions on B2 machines.

Gathering and sharing evidence (Business plan priority)

44. We published the latest prevalence data from our quarterly participation survey at the end of January, including annual data on public perceptions of gambling³. We compiled the data from four quarterly surveys conducted in 2014, in which respondents were asked about their gambling participation in the past four weeks.
45. We have received five detailed proposals from suppliers bidding to conduct the online tracker survey. Survey development is due to take place internally in February, with data collection due to commence by the end of March.
46. We have identified a provider for a new quarterly Welsh problem gambling survey, with data collection due to commence in March. This survey will provide data comparable with the Health Survey for England and the Scottish Health Survey.
47. We have been working on a report detailing in depth trend analysis of the Commission's quarterly participation data, for publication by end of March.

Gambling statistics

48. We produced the pocket-sized version of Industry Stats in time for ICE. Many visitors to our stand took copies away with them and we received positive feedback on it. We have also been working to address the outcomes of the Official Statistics audit, and we have been undertaking a review of our process for the compilation of the industry statistics.

³ <http://www.gamblingcommission.gov.uk/pdf/Survey-data-on-gambling-participation-year-to-December-2014.pdf>

Social gaming

49. We published our revised position and messaging on social gaming⁴ at the end of January. We then briefed and updated key stakeholders, including at ICE. We will now monitor this issue as part of our general research monitoring activity.

RGSB

50. RGSB has received further research reports from the Trust in draft (geospatial analysis of gaming machines and Evaluation of ABB Code of Practice) which were discussed at the Research Committee meeting on 26 January.
51. RGSB met on 27 January and has since provided the Commission with an update letter on Strategy progress, its advice following the publication of the Trust's machines research, and initial views on the government's review of marketing and advertising – see agenda item GCP(15)12.
52. RET Chairs met on 4 February to discuss next steps on research and resourcing issues. Philip attended this meeting on our behalf.

Work with LAs and other regulators

Guidance to licensing authorities (GLA)

55. As set out in the September Board paper, the 5th edition of the GLA will have a strong new narrative on the role and responsibilities of LAs, to give clarity as to the expectations of LAs and effective use of their licensing powers. We have been undertaking substantial work on the redraft of the GLA and the associated consultation document, with significant inputs from colleagues across the Commission.
56. We have also put substantial efforts into planning the launch events for the GLA. We expect nearly 200 attendees at GLA events in Birmingham, Manchester and London, with further events planned in Scotland and Wales in March. The events will outline what to expect from the revised GLA and consultation.
57. The events will provide an opportunity for LAs to make any final comments, before we publish the consultation document (which will incorporate feedback from the events). The events will also allow LAs to factor the changes in to their own reviews of the Statement of Principles.
58. We will be sharing the first draft of the 5th edition GLA and consultation document with Executive Group and Commissioners in early March for clearance, with a view to commencing the consultation at the end of March.

Other matters

59. We have provided information to the Department regarding Newham's Sustainable Communities Act proposal.

⁴ <http://www.gamblingcommission.gov.uk/Gambling-data-analysis/Social-media/Explaining-our-approach-to-social-gaming.aspx>

60. We have also provided a briefing to the Scottish Government in relation to amending the drafting error in GA05 about Licensing Standards Officers via the Air Weapons and Licensing (Scotland) Bill.
61. A fourth successful annual meeting has taken place with the seaside LAs during which updates were provided on the LCCP, GLA, test purchasing and FECs.
62. There have been constructive discussions with the Primary Authorities around the methodology for their national inspection strategies.
63. We have given various presentations and training sessions including at the National Association of Licensing and Enforcement Officers (NALEO) AGM and London's Institute of Licensing meetings.
64. **[Exempt information under section 30 of the Freedom of Information Act]**

Innovation

66. Details of cases in hand under this workstream are attached at Annex B

Publications and external communications

67. Details of our communications activity is attached at Annex C

The National Lottery

68. Key activity, in addition to normal programmatic work on compliance, licensing, vetting, consumer protection and enforcement, focused during the period since the last report on:
 - **[Exempt information under section 43 of the Freedom of Information Act]**
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 - Liaison meetings were held with Camelot (including an update between Graham Sharp as NL Committee chair and Andy Duncan) and DCMS. The DCMS meetings, with generally new DCMS staff, will also take the form of a National Lottery induction over the next few months;
 - Mark Harris and Ben Haden also met the Belgian and Irish lottery regulators during ICE.
69. **[Exempt information under section 43 of the Freedom of Information Act]**

Enabling activities

Fees development (Business plan priority)

70. The work commissioned from Deloitte is now well under way, and there has already been a useful discussion with them on their progress so far. The first draft of their final report is due to be received on 13 February, for internal review and discussion, prior to the final report which will be available in March. In parallel with this, work has started on the green paper consultation document, which will be informed by the consultants' report. This will be presented to the Board in March for final approval.
71. The green paper will be published as soon as possible after the March Board, with a three month consultation period preferably before election purdah but if necessary we think we could proceed in April.

Human resources

72. Planning is well underway for the next employee conference in May. This will be in a format that provides continuity with, and reflects feedback from, the last conference. We are working to identify external industry experts to fill one of the speaking slots.
73. Performance review documents for 2013/14 and 2014/15 have been chased up with those who have outstanding documentation.
74. The sickness absence, disciplinary, grievance and new capability policy and procedures have been reviewed by Programme Directors, Executive Group and PCS. Final versions are at the sign-off stage. Further policy reviews are to follow over the next three months. A roll out of the new policies and procedures, supported by specific training for new managers, is currently being planned and will begin in March.
75. A major recruitment exercise is well underway which is taking a considerable effort from across the Commission in terms of interviews and assessing applicants.
76. **[Exempt information under section 40 of the Freedom of Information Act]**
77. Plans for the introduction of the Alpha Pension scheme on 1 April 2015 are at an advanced stage. Outstanding responses to the previous pension history exercise are now down from 72 to 42. The final deadline for submission is 12 February 2015.
78. **[Exempt information under section 43 of the Freedom of Information Act]**
79. The long over-due employee survey, to be undertaken and analysed by an external organisation, is being planned for May. It will provide the incoming CEO as well as the senior management team with useful feedback on staff views and provide a cross check that the current efforts to improve our performance are properly focussed. The results will be shared widely within the Commission. Due to the number of new starters, we are considering inclusion of a section specifically on the experience of being attracted to, recruited and inducted into the Commission.
80. To increase capability and capacity of HR, two new HR business partners are being recruited. We are developing an HR development plan based around the Chartered Institute of Personnel and Development (CIPD) profession map. In addition, workshops, briefing materials and an induction programme for development managers will help delivery consistency of approach to managing and leading people within the Commission.

Business planning and finance

81. The second round of meetings with Programme Directors and Executive Directors concluded in mid-January, which included asking for information on future budgets and potential workstream updates.
82. A draft business plan framework with associated updates on resource budgets was presented at Business Plan Programme Board for initial scrutiny. Development has required significant staff time, with close coordination between the programme office and finance teams. Following on from this, a further refined draft business plan was presented to Executive Group on the 17 February that outlines the initial focus areas for the year ahead. The outcomes from this exercise are included in the Budget and Medium Term Financial Plan paper – see item GCP(15)11 on your agenda.
83. The interim year-end audit fieldwork has been completed satisfactorily, with no recommendations for improvement received.
84. User acceptance testing of an upgrade to the finance system is underway, although a number of issues have been identified that will delay roll-out until after the financial year end. This will not affect the integrity of the financial data, or present a risk to the production of the statutory accounts.

Accommodation and health and safety

85. We are reviewing desk allocation, network and electricity capacity to support the increase in employee headcount. We are also gathering quotes for office improvements and redecoration in preparation for the lease conclusion.
86. All current health and safety policies, risk assessments and guidance are under review and will be presented at the next Health and Safety Committee meeting (26 February).

IT infrastructure management

87. The Great Plains (finance system) upgrade has been delayed until after the end of the 2014/15 financial year. This is due to a technical issue that is now with Microsoft. We have employed a short term system tester contractor to document and create regression test packages to support any changes to Siebel and our online systems. We have replaced the development and test servers for Siebel and all the VSH network switches and firewalls have had a software upgrade. The project design and implementation plan has been agreed and signed off; the changes to the NL connectivity to Watford have begun. We have changed our blackberry provider from T-Mobile to EE – migration will be complete by mid-March.
88. **[Exempt information under section 31 of the Freedom of Information Act]**
89. Testing is taking place this month on the new disaster recovery site and the changes that have been made to our business continuity plans.
90. We have started researching a new content management system with one of our suppliers which would potentially address a number of issues identified around our

current systems – primarily the availability, retention and integrity of information in the M:Drive and the ability to more effectively perform searches in Siebel.

E-communications

91. Content is being drafted to help reduce the volume of calls to the contact centre since implementation of the Gambling (Licensing and Advertising) Act, around:
 - Random nature of online games;
 - Self-exclusion and how this differs from other forms of managing gambling (such as cooling-off periods);
 - ID verification and the ability to withdraw funds from online operators.
92. RGSB has decided not to migrate their content into gamblingcommission.gov.uk but to retain a separate domain.
93. Plans to migrate natlotcomm.gov.uk into gamblingcommission.gov.uk are being progressed.
94. A training course on the legal implications of using social media for business has also been attended and lessons will be shared with colleagues across the organisation.

Annex A - Complex cases update

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

Annex B – Gaming machines / innovation issues

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

Annex C – Communications report

1. Media

A total of 20 media calls were handled, with 20% concerning gaming machines and a further 15% each about betting, advertising and remote gambling.

The Commission was mentioned in the media 38 times.

- Positive coverage included:
 - the Commission exhibiting at ICE and speaking at several conferences.
 - police investigating money laundering and illegal gambling in Northern Ireland seizing gaming machines and cash worth more than £500,000. The article goes on to say the multi-agency investigation included experts from the Commission.
- Neutral coverage included:
 - the Commission reminding software providers across the globe they must apply for a licence if the businesses they supply are licensed by us.
 - the Commission looking to recruit new Commissioners.
- Negative coverage included
 - an independent bookmaker in the Racing Post criticising the Commission for not acting fairly over licence fees saying he has to pay £550 per shop compared to Ladbrokes who paid £90 a shop. He went on to say it is designed to put him out of business.
 - The Sun reporting on the issue of the National Lottery rollover jackpot being lower in a following draw and a subsequent reader's letter calling for a Commission inquiry.

2. Website

During January the website had 93,685 user sessions, representing a 127% increase on the average last year (41,215 visits – 2014).

On average, visitors spent under two minutes on the site and looked at two pages per visit. Feedback showed that 56% of visitors gave positive feedback on the pages they commented on, 19% gave neutral feedback and 25% were unhappy, (from 1376 respondents).

3. Social media

Of the 195 mentions of Gambling Commission in January, 5% were positive (showed us in a good light or reinforced our messages), 3% were negative and 92% were neutral.

Positive sentiment (5%) in January can be attributed to the following:

- Members of the Commission speaking at various events
- The Commission's report on the gambling industry (Industry Statistics)

Negative sentiment (3%) for the same period can be attributed to the following:

- Twitter comments that are general attacks on the Commission's effectiveness

In January, 106 visits to our website came from Twitter. We increased our Twitter follower numbers from 1558 to 1648 – an increase of 5.7%.

On LinkedIn we increased our company page followers from 1199 to 1270 – an increase of 5.9%.

4. Publications

Proceeds of Crime Act 2002 - information for small businesses

Two [e-bulletins](#) and one [licensing authority bulletin](#) were published.

5. Press releases

Prison for online poker cheat ordered to pay back £1m
Regulators cooperate to bring consistency to gambling test-purchases

6. Parliamentary questions

There were no written parliamentary questions of direct relevance to the Commission over this period.