

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.

Events (not covered elsewhere)

2. The key events attended last month included:

Industry Stakeholders	Purpose	Accompanied By ¹
Operators		
<u>Betfred</u> John Haddock, CEO	Introductory meeting and tour at head office followed by visits to their local betting shops.	
<u>Sky Betting and Gaming</u> Richard Flint, CEO	Introductory meeting at VSH.	
<u>Betfair</u> Breon Corcoran, CEO	Introductory meeting.	Philip Graf
Trade Bodies		
<u>The Senet Group</u> Wanda Goldberg, Chair Ron Finlay, CEO Suzanne McCarthy, Independent Standards Commissioner	Introductory meeting to discuss the work of the Group.	

¹ [Exempt information under section 40 of the Freedom of Information Act]

Other Stakeholders		
<u>Security Industry Authority</u> Liz France, Chair Alan Clamp, CEO	Intro meeting and to discuss collaborative working.	Philip Graf
<u>ASA and CAP</u> Guy Parker, CEO ASA	Introductory meeting.	
John Carr Internet Advisor to CHIS	John is a member of the CLG and was unable to make the last meeting so this was a catch-up on current issues.	
Claudio Pollock Consumer and Content Group Director, Ofcom	Catch-up meeting to share some thoughts on collaborative working in the future.	
DCMS Visit from Hugh Harris, Director Media, International, Gambling & Creative Industries Julie Carney, Head of Gambling	Hugh and Julie visited VSH and had a full day session with colleagues from across the Commission to familiarise them with our work.	
Nicola Hodson General Manager of Marketing and Operations, Microsoft	Discussion on child internet safety.	
Met partners of Harris Hagan John Hagan Julian Harris	Introductory meeting.	
<u>British Board of Film Classification</u> David Cooke, Director David Austin, Deputy	Meeting to discuss collaborative working, particularly around age verification.	

Director		
<u>Alderney Gambling Control Commission</u> Lord Richard Faulkner, Chair Andre Wilsenach, CEO Jorn Stark, New CEO	Andre Wilsenach is stepping down as CEO soon and Jorn Stark is his successor, this is an opportunity to meet to discuss working together in the future.	Philip Graf
Sue Owen Permanent Secretary	Meeting at my request to discuss various issues, including board succession planning.	
<u>Jersey Gambling Commission</u> Dr Jason Lane, CEO	Telephone call to discuss opportunities/synergies of dual regulation at a high level. We will have an opportunity to also meet during ICE.	
<u>Sport England</u> Jennie Price, CEO	Introductory meeting.	
Sir Christopher Kelly, Chair RGSB	Catch-up on RGT and RGSB matters.	Philip Graf
Camelot	There have been two monthly catch-up meetings during this period.	
Neil Goulden, Chair RGT	Philip arranged a meeting with Neil to introduce us and to discuss the RET system.	Philip Graf
Other Events		
Media Training Day	Paul Hope, Neil McArthur and myself took part in a Media Training day held at VSH.	
Camelot Parliamentary Reception	Philip Graf, Mary Chapman and Graham Sharp represented the Commission.	
RGT Harm Minimisation Conference	Philip and I attended this Conference and I delivered a speech titled 'Harm minimisation in gambling: Progress and prospects'.	
ACE Public Chair Forum Meeting	Scoping meeting for a sector-owned review of Regulators.	
ALB Chair and Chief Executive Meeting	I attended this regular meeting in London.	

- Other meetings and events are included under the relevant headings in this report.

Licensing and Compliance

Licensing and online applications

- In addition to supporting other workstreams over the period Licensing has achieved the following:

	Received December (November)	Determined December (November)
OL Applications	13 (30)	23 (14)
OL Variations	36 (63)	65 (41)
Change of corporate control	31 (8)	15 (10)
PL Applications	176 (234)	182 (247)
PL Variations	3 (6)	4 (7)
Transitional applications	Total Received 176	Determined 153 (153) Withdrawn 20 (20) Outstanding 3 (3)

- Of those operators that were due to pay their annual fee by 31 October all have either paid or surrendered their licence.
- The contact centre received 4,803 enquiries in December 2015 compared to 2,966 in the same period in 2014. 56% of all enquiries in December were from consumers concerned about operators' terms and conditions, non payment of winnings, or ID verification questions. In most of those cases the consumers had not contacted the operator and followed the disputes process as required and we advised them to do so.
- Customer satisfaction with the service provided by the contact centre was at 72% in December. The survey was as usual issued to all customers who contacted us by email and to 48 telephone callers. Only 23 responses were received.

Anti-money laundering

- We received the first of two reports from King's College London setting out findings from their research focused on the effectiveness of AML controls within the gambling industry. This has been factored into our ML Risk Assessment that will shortly be provided to trade associations for peer review.
- Working with an independent consultant, we reviewed the Licensing team's adherence to AML processes together with their effectiveness and efficiency. The outcome of that review gives us assurance that the Commission's AML gatekeeper function (mentioned

in HM Treasury's National Risk Assessment published in October 2015) is working properly.

10. The National Crime Agency published the paper 'Information for Financial Investigators concerning Money Laundering in the Gambling Industry' on the Financial Investigation Support System (FISS). This paper, prepared by us, sets out relevant powers, sources of information, risks and case studies as a reference to financial investigators across the UK.

Proactive compliance

11. Proactive Compliance remote activity involves reviewing Information Security Audits (ISA) and websites along with the assessment of operators, all by desktop compliance activity (including telephone and Skype):
 - Since April 2015 we have received 202 ISAs from existing and transitional licensed operators. 195 have been reviewed and the remaining seven are in progress. 70% of the ISAs reviewed required follow up work although there were no significant failings.
 - The thematic compliance activity focussing on marketing, advertising, bonuses and rewards is progressing with 72 reviews completed including HIOs and the remaining 18 planned for review in Q4.
 - 61 remote operators assessments were completed by the end of Q3 and 15 are scheduled for completion in Q4.
12. We received and reviewed 1,070 lottery submissions in November and 1,331 in December compared to 873 in November 2014 and 728 in December 2014. All complied with the minimum return to good causes (RTGC).

High impact compliance

Corporate evaluations – current status

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

Annual Assurance Statement.

14. To date one submission has been received from BetVictor; this statement is currently being reviewed both as a standalone statement and as a benchmark test against our internal assessment criteria. Further improvements to how we will assess assurance statements will be developed in the coming weeks.

Internal processes

15. Stock take findings identified the need for improvement in communication between workstreams which impact on HIOs. A monthly report is to be implemented in January 2016 which will review current and planned engagement with HIOs with the aim of collaborating efforts and avoiding potential conflicts between different strands of engagement

Reactive compliance (non-complex)

16. During this period 29 key events and 21 intelligence reports were considered for response; 24 key events and 17 intelligence reports were allocated to compliance managers for further action.

Casework – Reactive compliance (complex); enhanced compliance; criminal enforcement activity

17. Details of current high impact cases can be found in Annex A.
18. The Commission is currently conducting 23 licence reviews under section 116 of the Gambling Act 2005 within the reactive compliance non-complex workstream.
19. Seventeen of the reviews relate to personal functional licence (PFL) holders, six relate to operator licences O/L. Nine of the cases have commenced in the period under consideration. Six of the new reviews relate to casino dealers who have either been dismissed by their employers or resigned during the internal investigation process, one relates to a bingo personal management licence (PML) holder and the remaining two relate to arcade operators (AGC) who failed underage test purchase operations conducted by a local authority. Both operators had previously failed similar tests and were prosecuted by the local authority. Both were convicted and received a fine. The Commission is considering the impact of the convictions on the operators' suitability to retain their licences.
20. An AGC operator was given a Director's warning after a Compliance Manager, conducting an assessment, found that machines not permitted by their licence were being made available for use.
21. **[Exempt information under section 31 of the Freedom of Information Act]**

Planning, Evidence and Analysis

Betting integrity

22. The Sports Betting Integrity Forum (SBIF) took place at the Commission on 16 December 2015. Agenda items covered a number of subjects including; progress reports on the National Action Plan, updates on the Council of Europe Convention and planned Projects.
23. The SBIF published their Sports Betting Profiles. This piece of work informs the public and interested parties about the integrity functions and processes put in place by Sports

Governing Bodies, the Gambling Commission and Operators to help mitigate the risks of betting integrity incidents.

24. The Sports Betting Integrity Forum [website](#) was launched on 17 December 2015.
25. A meeting was held with DCMS, Sport England, UK Anti-Doping & UK Sport on 17 December 2015 to discuss the amendments to Schedule 6 of the Gambling Act 2015. DCMS is still considering how to approach the consultation exercise but indicated that their intention was for it to run in late Spring.
26. The Commission was represented at the Professional Players Federation Education Programme launch event at the House of Commons on 9 December. The work of the Commission was publically praised and the publication of the Sports Betting Integrity Plan was endorsed by the Minister for Sport, Tracey Crouch.

Use of intelligence

27. There have been 220 new pieces of intelligence which have been subject of the intelligence cycle, dissemination has taken place to the appropriate local authorities and a number have led to the generation of referrals into IMG/Complex Cases.
28. We hosted the Interception of Communications Commissioners Office (IOCCO) who conducted a review of our handling of communications data.

Information Management Strategy

29. The proposal for the purchase of Office 365 has been approved by DCMS. A full project plan for the purchase and implementation of Office 365 has been devised. This plan includes the adoption of Office 365 and the SharePoint facility. We will be required to cleanse the M:Drive in preparation for the move to Office 365. Consideration will need to be given to the time and resource impact to achieve this. IAG will consider and recommend to BPPB the process and mechanisms by which the cleanse will take place
30. Consideration is being given to the engagement of an external resource to progress the information management strategy knowledge management component forwards in a timely and effective manner' a scoping document has been prepared.

Sector and Thematic

Social Responsibility and Consumer Policy

31. Since the last report we have:
 - Met IGRG and SENET to discuss how they can work together to deliver projects on messaging. We have continued to engage with IGRG, SENET and RGT to encourage them to agree an arrangement under which RGT could provide at least some of the funding for these projects. We understand that there has been some progress, and we should know more after the RGT Board meeting on 14 January.
 - Supported a local authority test purchasing exercise in Hounslow. We have warned nine of the on-course bookmakers that failed a test-purchasing exercise in November at Cheltenham racecourse with 'advice to conduct' letters. We are meeting the tenth operator before deciding on the appropriate action as they have failed previous tests as well.

32. We have had confirmation that DCMS continue to want a National Online Self-Exclusion Scheme established and managed by the industry, and we are ready to notify the wider industry of this shared DCMS and Commission view.
33. Before we do, however, the RGA has requested an opportunity to set out to the Commission and DCMS its members' reservations about an industry-managed scheme. We have agreed this request on the basis that the RGA and its members will be key to delivering a successful scheme, so we want to maintain good relations with them. We do not anticipate that the RGA will raise anything that means that we will need to change the joint DCMS and Commission position. As we have advised DCMS, however, we do recognise that the challenges for the industry, particularly in relation to governance and funding arrangements, are significant and we will have a role to help facilitate a solution.

Marketing and Advertising

34. Since the last report we have commenced further joint working with British Phonographic Industry and City of London Police to identify offending gambling advertising on copyright infringement websites and take the appropriate regulatory action.
35. We have continued to provide an enhanced compliance function, engaging directly with remote operators regarding ongoing breaches of marketing and advertising rules. We held interviews with the top five operators with whom we have the most concerns regarding repeated non-compliance and have requested action plans to ensure compliance with relevant rules.

Protection of player funds

36. We have communicated to the remote gambling industry our plans to introduce customer funds reporting in a phased implementation, commencing from the end of April 2016 or early May 2016 with those operators which hold the most significant level of customer funds. This will enable us to prioritise our compliance work based on the impact of those operators and to make modifications to the reporting system for future phases, in the light of experience.

Shared regulation and LALU

37. We have continued our programme of stakeholder engagement to support and develop our partnership working. This has included:
 - Developing and delivering an updated presentation on GLA, statements of policy, and various gambling compliance issues at West Midlands IOL, North West IOL, Kent Licensing Group and Devon Licensing Group.
 - Delivering a presentation at IOL London on the current consultation regarding controlling where machines may be played.
 - Submitting a supplementary submission to the Scottish Government's Local Government and Regeneration Committee regarding B2 machines and the report is now available.²

Gambling Statistics

38. We published the latest Industry Statistics (including some data up until September 2015) on 26 November 2015. Since publication, the Word file has been downloaded 1,638 times, with the Excel file downloaded 996 times.

² See paras 96-99 of http://www.scottish.parliament.uk/S4_LocalGovernmentandRegenerationCommittee/Reports/LGRS042015R06.pdf

39. In the week after publication we received around half a dozen queries or follow-up responses, for the most part fielding questions about Remote, and specifically, whether free bets and bonuses are included within the GGY figures presented. We have obtained feedback from strategic consultants who are focused on international gambling and related industries in respect of the new Remote data sets. We will consider their suggested changes to the Remote data to include additional splits by channel type and in play activity.

Remote

40. The testing strategy for compliance with remote gambling and software technical standards (Remote Testing Strategy) consultation is now live³. The strategy sets out our requirements for the timing and procedures for testing and provides a way to assess compliance with the Remote Gambling and Software Technical Standards. The consultation closes on 11 February 2016. A summary of the consultation responses and final changes will be circulated to the Board in spring 2016.
41. Consultation on the Remote technical standards is due to commence in summer 2016⁴. The document sets out remote gambling and software technical standards issued by the Commission under sections 89 and 97 of the Gambling Act 2005. It was updated in April 2015 to reflect the provisions published as part of the Commission's "Strengthening Social Responsibility" LCCP review. It is proposed that the forthcoming consultation will:
- Align the remote technical standards requirements with the revised Remote Testing Strategy (see above).
 - Incorporate additional elements of the ISO 27001 (information security management) into the RTS (e.g. escalation plan for security breaches; change management and disaster recovery plans).
 - Clarify and develop standards on return to player (RTP) monitoring.
 - Align the Commission's requirements with those of other regulators, to reduce the incidence of cross-jurisdictional testing inconsistencies, (e.g. standards relating to 'live dealers').
 - Expand on current standards to reflect developments in other areas (e.g. crime review, customer funds, information to players).
42. We have engaged a number of key stakeholders and regulators on proposed measures to tighten controls on RTP monitoring. We wish to ensure sufficient monitoring is in place for both under and overpayments as both represent a deviation from the advertised gambling rules and prizes. Many operators are doing something in this area already but there appears to be different approaches with some leaving customers exposed to potential errors for longer than acceptable. The proposals are to formalise requirements in this area and will either be incorporated within the remote testing strategy or into the remote technical standards consultation (Summer 2016).
43. Phase one of the Multi-Jurisdictional Testing Framework (MJTF) is now available on the International Association of Gaming Regulators (IAGR) website. The pilot, referenced in recent CEO updates, represents the first stage of an initiative to align product testing processes amongst participating jurisdictions. Jurisdictions taking part in the scheme include ourselves, the Gambling Control Commission in Alderney, the Isle of Man Gambling Supervision Commission, and the Danish Gambling Authority. Phase one of the pilot is limited to the operations of external testing laboratories and to the testing of random number generators (RNG) used in online gambling. The initiative should help

³ <http://www.gamblingcommission.gov.uk/Publications-consultations/Consultations/Open-consultations/Testing-strategy-for-compliance-with-remote-gambling-and-software-technical-standards.aspx>

⁴ <http://www.gamblingcommission.gov.uk/pdf/Remote-gambling-and-software-technical-standards.pdf>

participating regulators in pooling their experience on best practise independent fairness testing and the industry in reducing testing duplication. More details about the multi-jurisdictional testing framework can be found on the IAGR website.⁵

RGSB

44. The secretariat has been supporting RGSB with its consultation on a draft responsible gambling strategy which closed on 14 December. During the consultation period the RGSB Chair attended a number of meetings and events to discuss the draft strategy with stakeholders and to encourage participation in the consultation. This programme of engagement included a discussion with Commissioners at their meeting on 3 December and a keynote speech at the Responsible Gambling Trust annual conference on 9 December.
45. RGT's response to the consultation, while generally supportive of the content, was critical of the tone of the draft strategy and what it considered to be the challenge that the current draft presents to RGT's independence. This has raised tensions between RGSB and the Trust, which we are seeking to manage. Separately, we are considering how best to input into the process that RGT has initiated to identify a successor for Neil Goulden, who will be standing down as Chair of the Trust as a result of his appointment to the Horse Racing Betting Levy Board. Neil's intention is to stay on as Chair as long as is necessary to ensure a smooth transition.

Complaints and disputes

46. To encourage the use of online dispute resolution (ODR), there will be a European ODR platform, which will allow consumers, traders and Alternative Dispute Resolution (ADR) providers to file, respond to, and handle disputes online – including disputes where the trader and consumer are in different countries within the EU.
47. The launch date was originally 9 January. Although the ODR Regulation and ADR Regulations will not be amended, the Department for Business, Innovation and Skills has confirmed that there will be no enforcement action before the portal is online on 15 February 2016.
48. We have communicated the change in implementation to the industry and ADR entities. We are working further with the remote gambling sector to understand how the new information requirements under the ODR Regulation should be managed alongside the existing information requirements of the ADR Regulations and LCCP, and alongside the information requirements of other European countries in which they operate.
49. We are hosting a roundtable of Gambling Commission-approved ADR entities on 29 January, to discuss common issues of ADR and ODR implementation, with a particular focus on the information that ADR entities must submit to the Commission to enable us to fulfil our ADR competent authority role.
50. One ADR entity has withdrawn from our approved list, and two applicants will receive their approval to act as an ADR entity in the gambling sector from us in mid-January, subject to the final stages of assessment of the applications.

⁵ <http://iagr.org/multi-jurisdictional-testing-framework>

Unfair terms

51. In December, we met CMA and ASA to discuss possible collaborative working on the use of potentially unfair terms in the gambling industry. As a result, CMA colleagues will submit this month a proposal to their Pipeline Steering Group to plan for a market review or other similar action. The earliest such a review would commence is approximately April 2016. We also agreed to cross-refer to the work being carried out by the Commission and the CMA in some public communications over the coming weeks and months to highlight the importance of this area and our interest. The exact nature and content of these communications will be agreed by late January.

Sector advice and standards

52. We continue to work with DCMS and Treasury to develop the options for legislative reform in the casino sector, collecting data to inform views on the likely impact of the changes being considered.
53. We confirmed to the industry, HMRC, DCMS and Treasury that the Commission had taken on responsibility for AML supervision of the Money Services Business elements of casino activity.

Regulatory Framework

54. The crime review consultation closed on 30 December. The consultation received 30 responses including eleven from trade bodies and 14 from operators, eight of which were High Impact Operators. We aim to publish a response to the consultation by the end March 2016, with conclusions on the proposed amendments to LCCP and information about the timetable for implementation. We are scheduling implementation of LCCP amendments to reduce the versions of LCCP which we issue in 2016 to the smallest number possible. A separate paper has been submitted to the Board with further information about the responses to the crime review consultation. (See item 4 – Update on the LCCP crime review consultation.

Providing advice

DCMS market advice

55. Significant time continues to be spent this month supporting the Department's response to the CMS Committee report into the Society Lottery sector. The second phase will have been delivered by the time of the Board.
56. Wider work continues on the development of thinking with regard to wider advice for DCMS on the future of the National Lottery, given the risks identified in our lottery sector market advice. This goes beyond the questions that the department is asking on society lottery impacts and looks to early questions around the next licence competition process.

National Lottery

57. **[Exempt information under s.43 of the Freedom of Information Act].**

58. **[Exempt information under s.43 & s31 of the Freedom of Information Act].**
59. A copy of the Director's Report to the National Lottery Committee in January, is attached at Annex C which contains further information on work undertaken. There are no minutes from the previous meeting as the Committee did not meet in December.

Finance

60. Finance Business Partners have been working closely with Programme Office and HR, to support workstream leads in establishing resource plans for 2016/17. This will directly inform the 2016/17 budget and medium term financial plan, which will be presented to the Board in draft in February.
61. The Commission's finance system (Great Plains) has been successfully upgraded. This release includes additional functionality, as well as enabling the Commission to retain PSN accreditation.

Fees development

62. We published our responses to the fees discussion exercise on 14 December 2015. In that document we outlined the Commission's position in respect of the questions raised by stakeholders during the discussion exercise and the broad direction of travel for our advice to government on fees, as per the recommendations agreed at the December Board meeting.
63. We continue to finalise our fees modelling in preparation for submitting our formal advice to government within the next few weeks. We have provided DCMS officials with an update and headline summary of our key recommendations on fees that they will send to ministers, and which will provide an opportunity for ministers to raise any questions before we submit our formal advice. The Board will receive a copy of that advice by correspondence before it is submitted to DCMS.

Support Services

HR policies, guidance and consultations

64. Consultation is to continue during January with colleagues who have not yet signed up to the changes in contractual and formal collective consultation with PCS commences this month. There may be colleagues whose contracts will have to be terminated then re-engaged on the new terms and conditions or the changes imposed although this will of course remain an absolute last resort.

HR Service excellence

65. In preparation for the introduction of the e-recruitment system in 2016 a review of the current recruitment process has been undertaken. The key elements of the recruitment process; internal vacancy approval, candidate journey, onboarding, induction and probation have been process mapped by business analysts.

Organisational development

66. The content of the draft People Strategy and key people measures were discussed at the Commission development day on 15 December 2015. The leadership team is considering further with further work to be undertaken during January. In order to ensure

that the results of the employee survey activity are incorporated it has been agreed that this will be presented to Board on 25 February 2016.

67. Colleagues continue to be actively engaged in action planning with regard to the employee survey at both a corporate and supply area level to ensure key organisation priority areas are developed into specific, measurable actions which can be reviewed on an ongoing basis to maintain momentum. There has been significant engagement at all levels.

IT and accommodation

IT infrastructure management

68. The new VPN solution, that will enable secure Wi-Fi access at VSH, is currently undergoing configuration and testing. This forms the first part of the corporate Wi-Fi implementation.
69. Old servers identified by the PSN health check as non-compliant have been removed from the network. We are however still awaiting licences from the landlord for PSN line installation and the planned computer room power supply improvements.

PMO

70. Refresher training for workstream leads took place on risk, financial reporting and resource planning.

Publications and external communications

71. Details of publications and external communications can be found at Annex B.

Annex A - Complex cases update

Exempt information under sections 30 and 31 of the Freedom of Information Act.

Annex B – Communications report

November/December update

1. Media calls

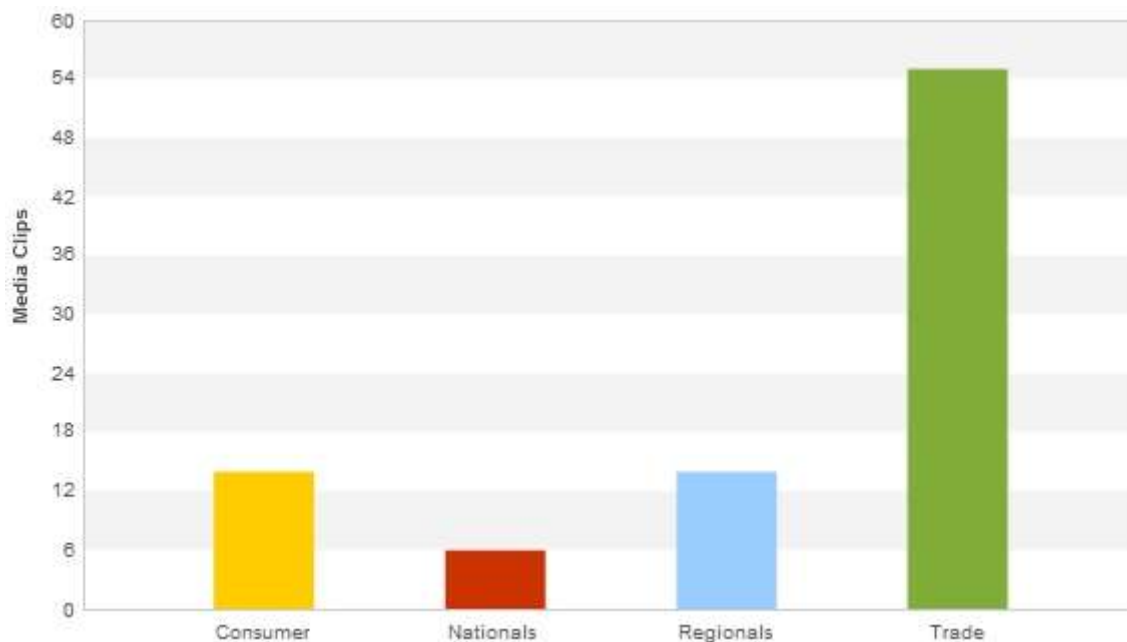
72. There were 27 media calls in November and December. This is about average and is broken down as follows.

22%	(6 calls)	Betting
14%	(4 calls)	Remote
10%	(3 calls)	Casinos
8%	(2 calls)	Problem gambling
8%	(2 calls)	National Lottery
8%	(2 calls)	Anti-money laundering
8%	(2 calls)	Advertising
8%	(2 calls)	Fantasy sports
8%	(2 calls)	Industry stats
3%	(1 call)	Gaming machines
3%	(1 call)	Integrity

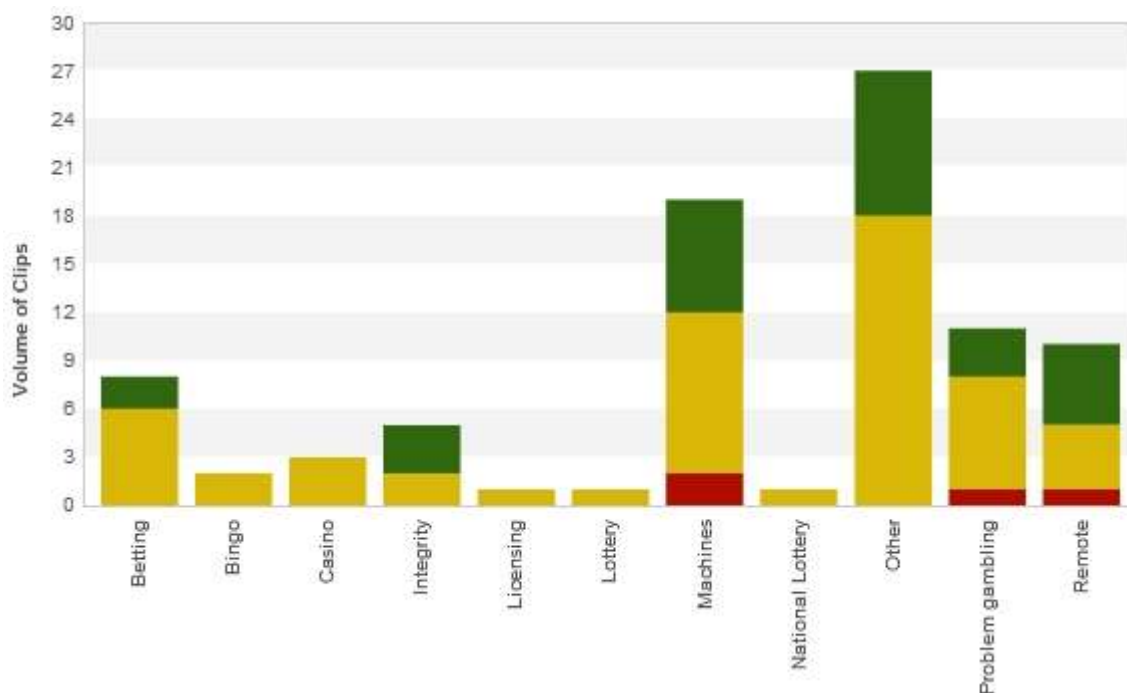
2. Press monitoring

Volume of coverage

There were 89 clips mentioning the Commission in November and December. 62 per cent of this coverage came from the trade press with a further 16 per cent each coming from consumer and regional press.



3. Topics and tone of coverage



November/December saw positive coverage concerning:

- Christopher Mosdall being sentenced to four-and-a-half-months in prison for cheating at gambling by drugging greyhounds
- a man who took bets over the phone without an operating licence being ordered to carry out 80 hours unpaid community work and pay £2,000 in legal costs
- an arcade in Blackpool being fined for failing a test purchase exercise carried out by the local authority and the Commission
- Neil McArthur speaking at the Westminster briefing about recent changes to gambling regulation and the Commission role in regulating commercial gambling
- Sarah Harrison talking at the BACTA conference about consumer protection and social responsibility
- Sarah Harrison talking at the RGT conference about the progress and prospect of harm minimisation in gambling
- a police investigation supported by the Commission leading to a woman who defrauded her employers out of nearly £1m to fund her gambling addiction being jailed. This resulted in Rank surrendering an estimated £950,000 profits to be spent for agreed socially responsible purposes
- sharing lessons to be learned from money laundering failures at Caesars casinos.

November/December saw neutral coverage concerning:

- Numerous stories using the Commission’s industry stats, with particular focus on the first reporting of remote gambling figures since the introduction of the Gambling (Licensing and Advertising) Act 2014

November/December saw negative coverage concerning:

- Kelvin Mackenzie referring to us as the “useless Gambling Commission” in his Sun column. This was in reference to the case where a woman has stolen from her employers and gambled £1m at MeccaBingo.com. He implied we were too lenient on Mecca Bingo and should fine them £20m or take away their licence.

4. Press releases

[Clarifying the role of 'authorised persons' in Scotland](#)

[Commission involved in day of action](#)

[Online gambling in Britain measured accurately for the first time](#)

[International pilot to streamline testing standards](#)

[Greyhound trainer jailed for cheating at gambling](#)

[Responses to the discussion paper detailing the Commission's approach to setting fees](#)

[Lessons to be learned from money laundering failures at Caesars casinos](#)

[Jail for woman who defrauded employers of almost £1 million](#)

[New website to clamp down on corruption in sport](#)

5. Publications

[The role of authorised persons in Scotland - advice note](#)

[Gambling industry statistics April 2010 to March 2015 - Word version](#)

[Gambling industry statistics April 2008 to March 2015 - Excel version](#)

[Casino drop and win summary report](#)

Four [e-bulletins](#) and one [licensing authority \(LA\) bulletin](#).

6. Events

Westminster Briefing-Changes to Gambling Regulation: Next Steps – Neil McArthur spoke and Rob Burkitt attended

Visit of the Tokyo Metropolitan Government – Erica Young led with assistance from Andy Birleson, Jon Watkin, Ian Angus, Matthew Halden, Mark Skinner and Norma Campbell

Senet Group Drinks Reception – Jenny Williams attended

Scottish Licensing Law and Practice Conference – Rob Burkitt spoke

Gordon Moody Annual Parliamentary Event – Sarah Harrison attending

ABB Public Affairs Committee meeting – Tim Tyler spoke

Crimestoppers: Rewarding Partnerships Reception – Lorraine Pearman attended

RGA AGM: Tim Tyler spoke, Sarah Harrison and Sue Harley attended

Lottery Council Regional Forums – Cliff Young and Joanne Cartwright

EC Expert Group Meeting – Jenny Williams and Nick Tofiluk

BACTA Annual Convention 2015 – Sarah Harrison spoke, Stuart McPhee on panel and Matthew Halden attended

Society for the Study of Gambling meeting – Jon Watkin attended

ESRC'S 50TH Anniversary Debate – Sarah Harrison attended

Institute of licensing regional meeting – Rob Burkitt spoke

Camelot Parliamentary Reception – Philip Graf, Mary Chapman, Graham Sharp and Ben Haden attended

RGT Harm minimisation conference – Sarah Harrison spoke; Paul Hope attended

Sports Betting Integrity Forum meeting – Nick Tofiluk and Lorraine Pearman

7. Parliamentary questions

There were 33 written parliamentary questions of direct relevance to the Commission over this period. These questions covered a variety of topics including advertising, problem gambling, FOBTs, the National Lottery, the horserace betting right and many more.

Mr George Howarth: If he will take steps to ensure that the advertising of sports betting alongside televised sporting events is only broadcast after the 9pm watershed. [14495]

Tracey Crouch: Televised gambling advertising in the UK is governed by the Advertising Codes which are maintained by the Broadcast Committee for Advertising Practice. This is supplemented by a self-regulatory industry code, the Industry Code for Socially Responsible Gambling.

Mr George Howarth: If he will encourage gambling organisations to share information with each other to help identify people with gambling addictions. [14494]

Tracey Crouch: I welcome the gambling industry's efforts to identify those customers vulnerable to gambling related harm. I also encourage all gambling operators to make information available to the Responsible Gambling Trust to aid their research into problem gambling.

Mr George Howarth: What assessment he has made of the extent of gambling addiction in young people in England and Wales; and if he will make a statement. [14498]

Tracey Crouch: The Gambling Commission recently published the findings from a 2015 survey of gambling participation and problem gambling amongst 11-15 year olds. It found that 0.6% of 11-15 year olds being classified as problem gamblers. More information can be found on www.natlotcomm.gov.uk

Ian Blackford: If he will introduce for the rest of the UK equivalent powers as those proposed in the Scotland Bill on fixed odds betting terminals. [15056]

Tracey Crouch: The Scotland Bill would give the Scottish Parliament and Scottish Ministers the power to vary the number of sub-category B2 gaming machines (FOBTs) permitted by new betting premises licences. The UK Government would retain the equivalent powers on FOBTs for the rest of the UK, except for Northern Ireland where gambling is a devolved matter. In line with our commitment in the St David's Day Agreement, the UK Government is giving careful consideration to whether non-fiscal recommendations from Lord Smith's commission on devolving powers should be implemented for Wales.

Mr George Howarth: If she will take steps to ensure that school pupils are taught the dangers of gambling addiction; and if she will make a statement. [14499]

Edward Timpson: Schools can choose to teach about gambling in their personal, social, health and economic (PSHE) lessons. The non-statutory PSHE programme of study, published by the PSHE Association, includes teaching about gambling (including online gambling), and its psychological and financial impact.

The programme of study is available online at: <https://www.pshe-association.org.uk/>. The government expects all schools to teach PSHE and made this expectation clear in the introduction to the national curriculum. It is for schools to tailor their personal, social, health and economic education (PSHE) programme to reflect the needs of their pupils.

George Kerevan: What steps his Department is taking to secure a fair contribution from offshore digital betting operators to the 55th levy scheme. [14851]

Tracey Crouch: The statutory Horserace Betting Levy Scheme does not cover offshore digital betting operators, although some operators supplement the statutory scheme with voluntary contributions

Mr George Howarth: What recent discussions he has held with the Senet Group on gambling addiction; and if he will make a statement. [14496]

Tracey Crouch: I have had several meetings with groups and individuals concerned about the negative effects of gambling, and have made clear to the industry that it must continue to demonstrate it is taking action to mitigate the risk of gambling related harm. Last year, the Government announced a range of player protection measures including a £2 million programme funded by industry to promote responsible gambling, and the Senet group formed in 2014 promote responsible gambling standards, have overseen a range of measures, including a commitment from its members who cover around 80% of British licensed betting offices – to dedicate 20% of shop window advertising to responsible gambling messages, and a TV campaign earlier the year to educate people about the risks of problem gambling.

Mr George Howarth: If his Department will use advertising to highlight the negative effects of gambling. [14497]

Tracey Crouch: I have had several meetings with groups and individuals concerned about the negative effects of gambling, and have made clear to the industry that it must continue to demonstrate it is taking action to mitigate the risk of gambling related harm. Last year, the Government announced a range of player protection measures including a £2 million programme funded by industry to promote responsible gambling, and the Senet group formed in 2014 promote responsible gambling standards, have overseen a range of measures, including a commitment from its members who cover around 80% of British licensed betting offices – to dedicate 20% of shop window advertising to responsible gambling messages, and a TV campaign earlier the year to educate people about the risks of problem gambling.

Clive Efford: What progress his Department has made on plans to introduce a Horserace Betting Right; and if he will make a statement. [15578]

Tracey Crouch: Work is continuing on the detailed policy design of the Horserace Betting Right. We will make an announcement in due course.

Carolyn Harris: What recent assessment he has made of the effect of £100 a spin fixed odds betting terminal gaming machines on areas of social deprivation and vulnerable people and their families. [14764]

Tracey Crouch: New legislation came into force in April to improve player protections on B2 gaming machines (commonly referred to as 'fixed-odds betting terminals'). Officials in my department are in the process of conducting an evaluation into these measures and I will publish the results in due course.

Ian Blackford: If he will undertake an evaluation of the effectiveness of the self-exclusion pilot schemes introduced by bookmakers in Medway and Glasgow. [14483]

Tracey Crouch: Evaluation into the effectiveness of the self-exclusion pilot schemes introduced by bookmakers in Medway and Glasgow is being carried out by the Association of British Bookmakers (ABB). From April 2016 all bookmakers will have to offer self exclusion schemes as part of a condition of their licence and lessons from these pilot schemes will feed into the final model adopted by the bookmaking sector. The Gambling Commission will be responsible for ensuring compliance with this new licence condition and the Government will take an active interest in the schemes effectiveness.

George Kerevan: What progress he has made on and what the timescale is for implementation of a Horserace Betting Right as a replacement for the Horserace Betting Levy. [14852]

Tracey Crouch: Work is continuing on the detailed policy design of the Horserace Betting Right.

Clive Efford: What assessment he has made of the financial effect on the Horserace Levy Scheme of betting operators locating their online services off-shore; and if he will make a statement. [15577]

Tracey Crouch: The Government remains committed to replacing the current levy system to create a level playing field for British based and offshore gambling operators.

Owen Thompson: Whether his Department plans to reduce the Big Lottery Fund budget for Scotland. [16638]

Tracey Crouch: In line with the arms' length principle of lottery distribution, the Big Lottery Fund itself decides how much of its funding to allocate to Scotland and to each of the other home nations.

Gavin Robinson: Whether he plans to redirect proceeds from the National Lottery away from the Big Lottery Fund to fulfil his Department's existing commitments to fund the arts, heritage and sport. [16544]

Tracey Crouch: The Department for Culture, Media and Sport is responsible for the regulatory framework for the distribution of National Lottery good causes, which is currently 40% for good causes, 20% for arts, 20% for heritage and 20% for sports.

Stephen Timms: If he will estimate the number of people in prison (a) as a result of and (b) with a gambling addiction. [16878]

Ben Gummer: This information is not available centrally.

Stephen Timms: What proportion of prisoners seen by healthcare services on reception were referred to addiction services to help address problem gambling in each year since 2010. [18389]

Ben Gummer: This information is not held centrally.

Sir Nicholas Soames: What estimate he has made of changes in revenue from the Horserace Betting Levy arising from the activities of remote betting operators based offshore. [18529]

Tracey Crouch: The levy rate is set annually and is paid by bookmakers based in Great Britain, it does not currently apply to betting operators based offshore. The Government remains committed to replacing the current levy system to create a level playing field for British based and offshore gambling operators.

Sir Nicholas Soames: With reference to paragraph 2.144 of the Summer Budget 2015, what progress has been made on designing the Horserace Betting Right; and when he plans to publish his proposals on that matter. [18530]

Tracey Crouch: Work is continuing on the detailed policy design of the replacement for the existing levy. As part of the design work we commissioned an independent economic analysis of the costs and funding of racing. This will draw on information provided by betting and racing, and will be key to assessing what level of funding from betting to racing would be reasonable. We will make a further announcement in due course.

Stephen Timms: What guidance his Department gives to betting companies on the nature of their messages about responsible gambling required in their shop window advertising. [18387]

Tracey Crouch: Dedicating 20% of shop window advertising to responsible gambling messages is an industry-led initiative, introduced by the Senet Group last year. All gambling advertising must comply with the UK Advertising Codes. These Codes include a number of requirements, such as ensuring that advertising is not aimed at children or young people and that it does not leave vulnerable people open to exploitation or harm. More generally, the Gambling Commission's Licence conditions and codes of practice (LCCP) require that all gambling advertising should be undertaken in a socially responsible manner.

Toby Perkins: What assessment he has made of the effect of planned changes in funding for the Big Lottery Fund on local community, sport and cultural organisations. [18037]

Tracey Crouch: As set out in the Chancellor of the Exchequer's Autumn statement last week, there are no plans to reduce the Big Lottery Fund's budget. The Fund will continue to receive 40% of National Lottery good cause money. Sport, Arts and Heritage will also continue to receive 20% each.

Sir Nicholas Soames: When he intends to bring forward legislative proposals to replace the horserace betting levy with a horserace betting right. [18318]

Tracey Crouch: Work is continuing on the detailed policy design of the replacement for the existing levy. We will make a further announcement in due course.

Stephen Timms: What assessment he has made of the effectiveness of the regulations introduced in April 2015 which ended unsupervised stakes above £50 on Fixed Odds Betting Terminals in betting shops. [18388]

Tracey Crouch: The Government, along with the Gambling Commission, is in the process of evaluating the effects of ending unsupervised stakes over £50 and we will publish the results in due course.

Sir Nicholas Soames: What timetable he has set for the implementation of the Horserace Betting Right; and if he will make a statement. [18655]

Tracey Crouch: Work is continuing on the detailed policy design of the replacement for the existing levy. We will make a further announcement in due course.

Stephen Timms : Pursuant to the Answer of 4 December 2015 to Question 18390, if she will include within the scope of character education referred to teaching on the dangers of problem gambling. [18922]

Edward Timpson: All young people need strong academic skills as well as a complementary set of character attributes to be successful in life. That is why we have invested £5 million in character and resilience and made it very clear that schools should teach personal, social, health and economic education (PSHE). The non-statutory PSHE programme of study, published by the PSHE Association, includes teaching about all forms of gambling and its psychological and financial impact. The programme of study is available online at: <https://www.pshe-association.org.uk/>

Stephen Timms: Pursuant to the Answer of 7 December 2015 to Question 18388, when he expects to publish the results of the Government's evaluation of the effects of ending unsupervised stakes above £50 on fixed odds betting terminals in betting shops. [19215]

Tracey Crouch: I hope to publish the evaluation early in the new year.

Sir Nicholas Soames: Whether his Department has examined the funding of horseracing from remote gambling in France and Ireland to inform its policy on the funding of horseracing in Britain. [18909]

Tracey Crouch: To inform work to replace the current levy system, we have commissioned an independent economic analysis of the costs and funding of horseracing. This economic analysis work will also examine relevant comparable models.

Sir Nicholas Soames: With reference to paragraph 2.152 of Budget 2015, published in March 2015, whether his Department has had discussions with the European Commission on the compatibility of the Horserace Betting Right with the Treaty on the Functioning of the European Union. [18908]

Tracey Crouch: Officials have held discussions with the European Commission on the compatibility of a new Horserace Betting Right with the Treaty on the Functioning of the European Union.

Carolyn Harris: If he will make an assessment of the effectiveness of the self-exclusion pilot schemes introduced by bookmakers in Medway and Glasgow. [19094]

Tracey Crouch: I refer the honourable member to the written response given in UIN number 14483 on 16th November 2015.

Carolyn Harris: What steps he is taking to assist bookmakers in reducing (a) crime on their premises and (b) the incidence of malicious damage to fixed odds betting terminals. [19331]

Tracey Crouch: With support from Government, and by working directly with police forces across the UK, the gambling industry is committed to tackling and reducing crime and bringing those who commit crimes against shop staff, customers and property to justice.

Carolyn Harris: With regard to fixed odds betting terminals, what steps are being taken to (a) ensure that the player protection measures introduced from April 2015 are effectively evaluated and (b) independently assess whether the £50 threshold for supervised play is set at an effective level. [19328]

Tracey Crouch: The Government, along with the Gambling Commission, is in the process of evaluating the effects of ending unsupervised stakes over £50 and I hope to publish the results early in the new year.

Carolyn Harris: When the next Triennial Review of Gaming Machine Stake and Prize Limits will begin. [19093]

Tracey Crouch: The government, along with Gambling Commission colleagues, are in the process of evaluating the regulations which came into force in April this year which required customers in bookmakers to interact either over the counter or via account based play in order to stake over £50. The last triennial review of stakes and prizes was in 2013, and the findings of the evaluation will inform the timing of the start of the next review.

Carolyn Harris: If he will make an assessment of whether the Code of Conduct for bookmakers is meeting the aims for which it was drawn up. [19332]

Tracey Crouch: All betting shop operators are required by the Gambling Commission's Licence Conditions and Code of Practice to have social responsibility policies and processes in place. In addition, the industry trade body the Association of British Bookmakers (ABB) has a mandatory code of conduct in place, which is reviewed regularly to evaluate its effectiveness. I have explained to the industry that I expect them to demonstrate that they are improving existing player protection initiatives and evaluating the effects of previous initiatives. As I said at the recent RGT harm minimisation conference, government and industry should never feel that there is an end point to social responsibility. Industry owes a duty of care to its customers.

8. Articles published

There were no articles published this month.

9. Forward planner

This is now [available on hive](#) and is updated regularly.

10. Internal communications

Ongoing support to HR and E&A for employee survey action planning. Support of festive messaging, effort recording and enhanced compliance changes and other workstream promotion.

Reach... website, intranet and social media – audience reach



* Visits per month to the website compared to the average number of visits per month during the previous year.

Top 5... pages visited on the website and hive

GAMBLING COMMISSION

- 8,541 - Find licensees
- 8,039 - Protection of customer funds
- 7,831 - Lotteries: Circumstances in which I do not need a licence
- 5,385 - Contact us
- 4,907 - Licensing, Compliance & Enforcement

hive

- 3,292 - Directory
- 2,758 - All news
- 1,326 - Current vacancies
- 1,002 - Portals
- 930 - Internal news

Sentiment... on social media

Positive:	189	21%
Neutral:	537	78%
Negative:	13	1%

Negative comments relate to perceived lack of effectiveness of the Commission, FOBTs and unfair terms and conditions.

Social shares

Referrals from	
facebook	727
twitter	94
LinkedIn	56

twitter

Tweets by us:	9
Tweet impressions:	10,000
Profile visits:	1,421
Mentions:	128



514 shares

The number of times pages on our website have been shared.

Customer experience... how users feel about their website experience

Overall ratings

Number of responses: **355**

 **46%**

 **24%**

 **30%**

Of the 355 responses, 139 gave a reason for their rating, selecting either Easy to find, Clarity of information or Accuracy of information as detailed below (with a further 47 marking their reason as Other).


Easy to find

	73%
	11%
	16%

Clear

	74%
	8%
	18%

Accurate

	41%
	35%
	24%

Users who have left negative comments generally fall into one of three categories, either they are on the wrong site and think they are communicating with a gambling organisation, they are unhappy with the answer to the question that brought them to our site, or they are unhappy with the Commission in general. Of the 47 comments received, 23 were negative, but only 5 actually relate to the website.

If you would like further details on any aspect of this report, please contact Corporate Affairs

Reach... website, intranet and social media – audience reach



* Visits per month to the website compared to the average number of visits per month during the previous year.

Top 5...pages visited on the website and hive

GAMBLING COMMISSION

- 10,120 - Protection of customer funds
- 9,425 - Find licensees
- 5,721 - Contact us
- 5,536 - Gambling sectors
- 5,453 - Licensing, Compliance & Enforcement

hive

- 2,968 - Directory
- 2,745 - All news
- 1,182 - Current vacancies
- 926 - Portals
- 721 - Internal news

Sentiment...on social media

Positive:	189	18%
Neutral:	537	81%
Negative:	13	1%

Negative comments relate to perceived lack of effectiveness of the Commission.

Social shares

Referrals from	
facebook	341
twitter	1,041
LinkedIn	164

twitter

Tweets by us:	12
Tweet impressions:	27,500
Profile visits:	2,529
Mentions:	221



544 shares

The number of times pages on our website have been shared.

Customer experience... how users feel about their website experience

Overall ratings

Number of responses: 355

50%

20%

30%

Of the 355 responses, 134 gave a reason for their rating, selecting either Easy to find, Clarity of information or Accuracy of information as detailed below (with a further 37 marking their reason as Other).

Easy to find

	65%
	6%
	29%

Clear

	76%
	5%
	20%

Accurate

	67%
	13%
	20%

Users who have left negative comments generally fall into one of three categories, either they are on the wrong site and think they are communicating with a gambling organisation, they are unhappy with the answer to the question that brought them to our site, or they are unhappy with the Commission in general. Of the 36 comments received, 18 were negative, but only 2 actually relate to the website.

If you would like further details on any aspect of this report, please contact Corporate Affairs