



Diary of commitments (Chairman and CEO), Comms and stakeholder report

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

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Publish in full	
Subject to minor redaction	
No publication	

Events (not covered elsewhere)

1. The key events attended last month included:

Industry Stakeholders	Purpose	Accompanied By
Operators		
Camelot	Sarah attended the regular monthly catch up with Andy Duncan, CEO and Daniel Dyball, Head of Policy and Regulatory Affairs	Ben Haden and Sarah Gardner

Other Stakeholders		
Other	Purpose	Accompanied By
Craig Woodhouse, Special Adviser, DCMS	Sarah met with Craig Woodhouse for a catch up meeting	N/A
Marja Appelman, Chief Executive and Robert Biegel MA, Executive Advisor International Affairs Netherlands Gaming Authority	Sarah met with Ms Appelman and Mr Biegel ahead of speaking at the All Party Betting and Gaming Group - Regulating the Future	
Tom Kelly, Chairman, & Barry Faulkner, CEO Greyhound Board of Great Britain	Sarah met with Mr Kelly and Mr Faulkner to discuss various difficulties greyhound racing is facing in its quest to achieve a more sustainable funding model and to understand the Gambling Commission's view on the responsibilities of betting companies.	
Charles Lewington, Chief Executive Hanover Comms	Sarah met with Mr Lewington for a catch up meeting	N/A
Caroline Normand, Director of Policy Which	Sarah met with Ms Normand to discuss issues around ADR, T & C's and Consumer Engagement	
Stuart Cook, Director, Head of Utility Strategy & Regulation Pricewaterhouse Coopers	Sarah met with Mr Cook for a catch up meeting	
Stephen Ketteley, Partner Wiggin	Sarah met with Mr Ketteley for a catch up meeting	N/A

Other Stakeholders		
Other	Purpose	Accompanied By
Malcolm Bruce, Founder and Sarah Ramanauskas, Senior Partner, Audit and Research Gambling Integrity	Sarah met with Mr Bruce and Ms Ramanauskas to film a short segment to introduce the LCCP code and its importance in very general terms, for the updated eLearning programmes on responsible gambling and AML/POCA for shop staff.	N/A
Jo Taylor, Regional Managing Director Ontario Teachers' Pension Plan	Bill met with Jo Taylor for the Chair to Chair meeting between GC and Camelot	N/A
Jean Major, CEO and Tom Mungham, COO Alcohol and Gaming Commission of Ontario	Consumer Engagement meetings for Sarah whilst in Toronto	N/A
Cate Carr, Executive Director Office of Liquor Gaming and Racing, Victorian Government	Consumer Engagement meetings for Sarah whilst in Toronto	N/A
David Hodgins, Alberta Gaming Research Institute University of Calgary	Consumer Engagement meetings for Sarah whilst in Toronto	N/A
Mark VanderLinden, Director of Research and Problem Gambling, Massachusetts Gaming Commission	Consumer Engagement meetings for Sarah whilst in Toronto	N/A
Bjorn Helge Hoffman, Head of Innovation and New Business Norsk Tipping	Consumer Engagement meetings for Sarah whilst in Toronto	N/A

Other	Purpose	Accompanied By
Stephen Rigby, President and CEO, Ontario Lottery and Gaming Corporation	Consumer Engagement meetings for Sarah whilst in Toronto	N/A
Henry Birch, CEO Rank	Bill met with Mr Birch for an Introductory Meeting	
Philip Davies, MP House of Commons	Sarah and Tim met with Mr Davies as an Introductory Meeting	Tim Miller
Heather Hancock, Chairman Food Standards Agency	Sarah met with Ms Hancock as a catch up meeting	N/A
Nick Hawkins, CEO Legal Ombudsman	Sarah met with Mr Hawkins as a follow up meeting	N/A
Paul Darling, Chair Association of British Bookmakers	Bill met with Mr Darling as an Introductory meeting	N/A

Other Events (Conferences and Receptions etc.)

Event	Description
Public Chairs Forum & Association of Chief Executives	Sarah attended the joint PCF and ACE Forum on "Being in the eye of the media storm". The panel included Amanda Spielman, former Chair of Ofqual and now Chief Executive at Ofsted, Peter Wilson-Smith from Meritus Consultants, Danny Shaw, BBC Home Affairs Correspondent and Lord David Gold.
Parliamentary All Party Betting and Gaming Group - Regulating the future.	<p>Sarah spoke at the APPG the topics included New types of gambling (e.g. E-Sports, Binary Options), new types of payments (e.g. bitcoin), new regulatory environments (e.g. Brexit) and old problems (crime and problem gambling). How will regulators and regulation change for the future?</p> <p>Other Speakers: Netherlands Gaming Authority, Malta Gaming Authority</p>
GambleAware (formerly RGT) RET Chairs Meeting	Bill attended the RET Chairs meeting which was also attended by Marc Etches, Chief Executive GambleAware and Kate Lampard, Chair, GambleAware
RGSB and Gambling Commission Board-to-Board Meeting	Sarah, Bill and a number of the Commissioners attended the RGSB and GC Board to Board meeting.
Responsible Gambling Council Discovery Conference	Sarah is speaking on the Around the World in Regulation— Politics, Culture and Gambling Policy panel
Regulators Forum: 2nd Meeting	Sarah attended the 2 nd Regulator Forum to discuss common issues

Comms update – March 2017

2. Media contacts

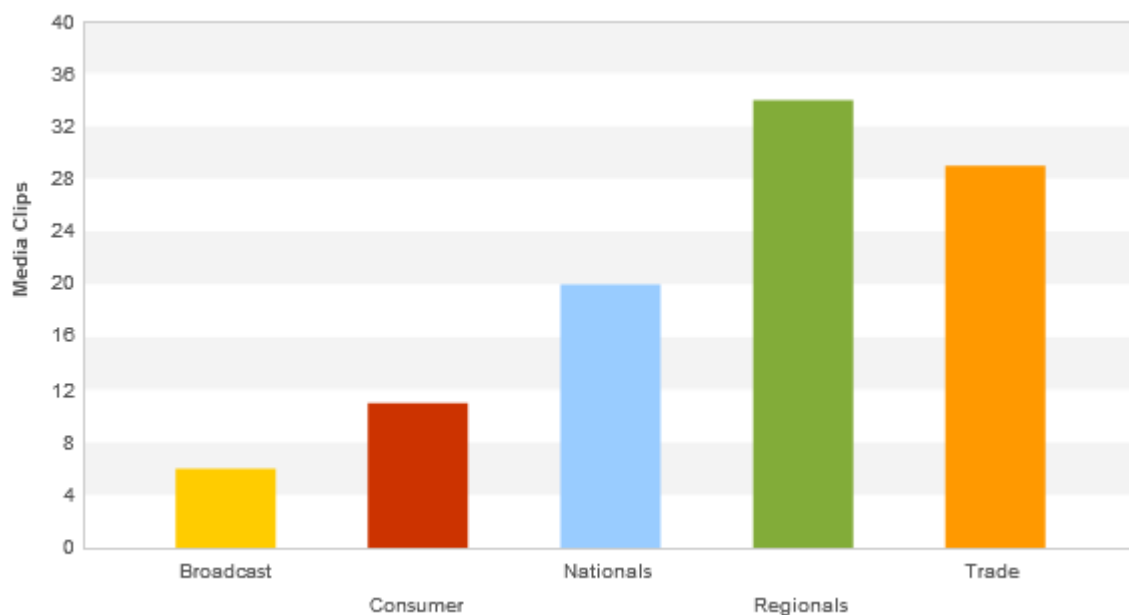
There were 24 media contacts in March.

3. Press monitoring

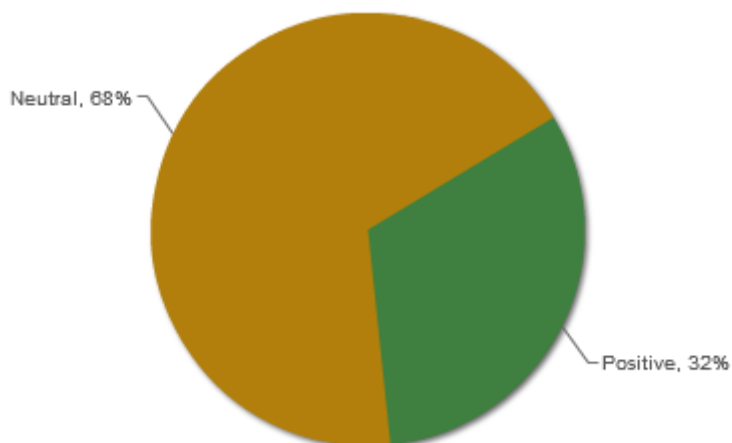
38%	9	Betting
13%	3	Machines
8%	2	Licensing/compliance-crossover
8%	2	Integrity
8%	2	Statistics (inc prevalence and participation)
4%	1	Underage gambling
4%	1	Problem gambling (self-exclusion/social responsibility)
4%	1	Advertising/marketing

Volume of coverage

There were 100 clips mentioning the Gambling Commission in March. 19 per cent of coverage across national, regional and trade media can be attributed to the Gambling participation in 2016 report. 15 per cent can be attributed to the eSports and virtual currencies.



4. Topics and tone of coverage



Positive coverage:

- Gambling participation in 2016: behaviours, awareness and attitudes report
- eSports and virtual currencies paper
- ADR provider review

Neutral coverage:

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

Negative coverage:

- No notably negative coverage in March

5. Press releases

[Commission warns parents over the perils of gambling linked to video games](#)

[Do you know who is making payments into your customer accounts?](#)

[A reminder for gambling businesses about accepting third party payments](#)

Publications

[Virtual currencies, eSports and social gaming](#)

[Consumer complaints and redress review](#)

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

6. Events

- Richard Watson attended the iGIC
- Erica Young, Pete Rangeley and some members of RGSB attended the 'Gambling Related Harm - Supporting those at risk' seminar hosted by Leeds City Council
- Sarah Harrison, Erica Young and Pete Rangeley attended the National Casino Forum
- Sarah Gardner delivered a speech at a Westminster eForum keynote seminar: Gambling

- Tim Miller delivered a speech at ABBs AGM
- Sarah Harrison delivered a speech at the APPG Betting Gaming Group: The Future of Gambling
- Nick Tofiluk attended the National Platform Meeting of the Council of Europe/ Convention in Paris

7. Parliamentary questions

There were 12 Parliamentary questions asked relating to gambling during March.

Chris Evans MP [Islwyn] To ask the Secretary of State for Culture, Media and Sport, what assessment she has made of the effect of permitting children to gamble to family entertainment centres on future gambling habits.

Chris Evans MP [Islwyn] To ask the Secretary of State for Culture, Media and Sport, what assessment she has made of the effect of locating ATMs in gambling premises on the level of gambling.

Chris Evans MP [Islwyn] To ask the Secretary of State for Culture, Media and Sport, what assessment she has made of the effect of displaying gaming machines in shop windows on the level of gambling in those shops.

Conor McGinn MP [St Helens North] To ask the Secretary of State for Culture, Media and Sport, what assessment her Department has made of the financial effect on the horse racing industry of one betting shop closing on (a) media and (b) levy payments.

Anna Turley MP [Redcar] To ask the Secretary of State for Culture, Media and Sport, when she plans to lay provisions for the new Horseracing Betting Levy Scheme before Parliament.

Emma Reynolds MP [Wolverhampton North East] If the Government will produce a strategy to provide NHS support for problem gamblers who wish to receive anonymous treatment.

Emma Reynolds MP [Wolverhampton North East] To ask the Secretary of State for Culture, Media and Sport, if she will introduce a limit for online gamblers that applies on all platforms.

Emma Reynolds MP [Wolverhampton North East] What plans the Government has to produce a strategy to better limit the maximum stakes for online gambling.

Emma Reynolds MP [Wolverhampton North East] What steps she is taking to ensure that under-age people are not able to gamble online.

Tulip Siddiq MP [Hampstead and Kilburn] With reference to the Answer of 16 December 2016 to Question 57400, on what date she plans to publish the results of the call for evidence on the Review of Gaming Machines and Social Responsibility Measures.

Bishop of St Albans In the light of the position paper published by the Gambling Commission in March concerning online gambling using virtual in-game currencies, whether they will take further steps to protect children from being exposed to such gambling.

Bishop of St Albans In the light of the position paper by the Gambling Commission published in March drawing attention to the risk of users of social casino games transitioning

to real money gambling, whether they will take steps to restrict children's access to social casino games.

8. Articles published

There were no articles published this month.

9. Forward planner

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

10. Internal communications

Activity in March focused on Engagement Day. We provided support for the written content and design elements of the interactive Engagement Day brochure and also provided continuous coverage through Buzz News, Hive and targeted emails.

The second edition of the quarterly Buzz Talk magazine was published during the month and was well-received. We hope to change the balance of features in the next issue (due in June/July) to include more 'human interest' stories and creative content from colleagues.

The first series of 'WriteON!' competitions highlighting our house style guidance, spelling and punctuation came to an end this month. From conversations we have had, the challenges created a positive impression and encouraged colleagues to think more carefully about their own writing style. However, experience elsewhere suggests that these lessons can be forgotten fairly quickly if momentum is not kept up, so we intend to run 'refreshers' later in the year.

Our work on Effective Writing with the National Lotteries team has led to the production of a short guide on report writing, including advice on structure, style, grammar and tone of voice. This guide is currently being trialled.

An intensive effort to 'purge' Hive of redundant news stories and information began this month. As several thousand records have to be identified and deleted manually, this work is not expected to be complete until early April.