



Department for  
Business, Energy  
& Industrial Strategy

# BUSINESS IMPACT TARGET: SUMMARY TEMPLATE

Non-qualifying Regulatory Provisions  
(NQRP) summary reporting template



**Regulator:** Gambling Commission

**Business Impact Target Reporting Period Covered:** 13 December 2019 and 16 December 2020

Excluded Category*	Summary of measure(s), including any impact data where available**
Measures certified as being below de minimis (measures with an EANDCB below +/- £5 million)	<p>The Commission made changes to licence conditions and codes of practice following consultations on:</p> <ul style="list-style-type: none"> <li>• Updating proceeds and prize limits imposed on society lottery operators, local authority lottery operators and external lottery managers to reflect changes in Government legislation (which have been subject to a separate Impact Assessment).</li> <li>• Improving transparency for consumers participating in society lotteries.</li> <li>• Removal of requirements related to the notification of key equipment.</li> <li>• Information and regulatory data submission requirements imposed on operators.</li> <li>• Standardising the licence status information that licensees must display on their websites and mobile apps.</li> <li>• Strengthening requirements and providing guidance related to the management and incentivisation of High Value Customers.</li> </ul> <p>In addition to the above LCCP changes, the Commission consulted on the following:</p> <ul style="list-style-type: none"> <li>• A review of the composition and structure of the Commission’s Regulatory Panels in response to evolving enforcement casework.</li> <li>• An enhanced framework for the approval of third-party test houses, responsible for the testing of online gambling games.</li> </ul>
EU Regulations, Decisions and Directives and other international obligations, including the implementation of the EU Withdrawal Bill and EU Withdrawal Agreement	Following consideration of the exclusion category there are no measures for the reporting period that qualify for the exclusion.
Measures certified as concerning EU Withdrawal Bill operability measures	Following consideration of the exclusion category there are no measures for the reporting period that qualify for the exclusion.
Pro-competition	Following consideration of the exclusion category there are no measures for the reporting period that qualify for the exclusion.
Systemic Financial Risk	Following consideration of the exclusion category there are no measures for the reporting period that qualify for the exclusion.

Excluded Category*	Summary of measure(s), including any impact data where available**
Civil Emergencies	Following consideration of the exclusion category there are no measures for the reporting period that qualify for the exclusion.
Fines and Penalties	<p>The Commission has agreed seven regulatory settlements which have included payments in lieu of financial penalty made by the licensees. Where possible, monies have been divested to either an identified victim/s or used for socially responsible purposes and/or to cover the Commission's investigative costs.</p> <p>The Commission also imposed one financial penalty (paid for breach of anti-money laundering conditions), in which funds are diverted into the Consolidated Fund.</p>
Misuse of Drugs	Following consideration of the exclusion category there are no measures for the reporting period that qualify for the exclusion.
Measures certified as relating to the safety of tenants, residents and occupants in response to the Grenfell tragedy	Following consideration of the exclusion category there are no measures for the reporting period that qualify for the exclusion.
Casework	<p>The Commission imposed the following regulatory sanctions:</p> <ul style="list-style-type: none"> <li>12 personal licence revocations</li> <li>7 personal licence warnings</li> <li>3 operator licence revocations</li> <li>2 operators received a warning</li> <li>2 operators received warnings, additional licence conditions and financial penalties</li> <li>3 operator licences suspended by the Commission pending investigation</li> </ul> <p>These actions against non-compliant businesses were to secure compliance with existing regulatory requirements.</p> <p>Since 13 December 2019, 103 new operating licences were issued and 215 surrendered.</p>
Education, communications and promotion	<p>The Commission has:</p> <ul style="list-style-type: none"> <li>• Hosted, facilitated or attended 164 external stakeholder events, including meetings with senior stakeholders, visits, speaking at conferences and roundtables and, since March, video calls. This also includes giving evidence in Parliament to Select Committees and engaging with MPs and Peers.</li> <li>• Provided general information to operators and co-regulatory partners, industry and others via 24 e-bulletins, 70 press releases and various updates to our website content including advice notes, guidance notes, and mini blogs.</li> </ul>

Excluded Category*	Summary of measure(s), including any impact data where available**
	<p>The Commission has published:</p> <ul style="list-style-type: none"> <li>• Additional guidance for remote operators during COVID-19 outbreak</li> <li>• Covid-19 online gambling patterns of play data</li> <li>• Statistics on young people and gambling</li> <li>• Gambling participation statistics</li> <li>• National Lottery funds raised for good causes report</li> <li>• Industry statistics</li> <li>• National Strategic Risk Assessment</li> <li>• Compliance and Enforcement Report</li> <li>• 2020/21 Business Plan</li> <li>• Guidance for society lotteries and External Lottery Managers on the credit card ban and GAMSTOP</li> <li>• Advisory Board for Safer Gambling’s advice to the Gambling Commission on actions to reduce online harms</li> <li>• Digital Advisory Panel’s advice on the Impact of online platforms on gambling-related harm</li> <li>• Guidance for remote and non-remote casinos on Money Laundering Regulations 5th edition</li> </ul> <p>No activities listed in this section represent a change in the burden of regulation placed on business.</p>
Activity related to policy development	<p>The Commission is currently consulting on changes to its customer interaction requirements and guidance alongside a call for evidence on player affordability.</p> <p>The Commission is planning to consult on changes to its participation and prevalence methodology that could potentially fall within this business reporting period.</p> <p>A response to a review of the Commission’s Regulatory Panels framework will be published in the next reporting period.</p> <p>The outcomes from the above activities will be reported in next year’s NQRP assurance statement.</p> <p>In the previous reporting period, we launched a call for evidence on category B machines and gambling website blocking software. No changes were made to existing regulatory requirements as a result of these reviews.</p>
Changes to management of regulator	<p>Terry Babbs, Brian Bannister and Jo Hill have been appointed by the Secretary of State for Digital, Culture, Media and Sport as Commissioners for five years from 30 April 2020. Stephen Cohen was reappointed as Commissioner for four years from 12 November 2020 to 11 November 2024.</p> <p>Sir Martin Narey was appointed as a Commissioner on April 2020 and left in May 2020. Jonathan Scott ended his term as a Commissioner on 30 April 2020</p>

Excluded Category*	Summary of measure(s), including any impact data where available**
	Sarah Gardner has been appointed to the position of Deputy Chief Executive Officer. Sally Jones has been appointed to the position of Chief Operating Officer

\* For full, legal definitions of these exclusion categories, please see <https://www.parliament.uk/business/publications/written-questions-answers-statements/written-statement/Commons/2018-06-20/HCWS776/>

\*\* Complete the summary box as 'Following consideration of the exclusion category there are no measures for the reporting period that qualify for the exclusion.' where this is appropriate.