

Strengthening social responsibility:

Amendments to the social responsibility provisions in the LCCP and to *Remote technical standards*

Summary of key changes

February 2015

(Updated April 2015)

Introduction

- 1 This document summarises the key changes which have been included in the revised *Licence conditions and codes of practice* ([LCCP - February 2015](#)), following consultation on a range of social responsibility measures. **In April 2015, we included in LCCP some further minor points of clarification or updates. These further amendments are also summarised in this document and are highlighted in bold.** The changes come into effect from 8 May 2015.
- 2 **In April 2015, we also published the *Remote gambling and software technical standards (RTS) April 2015 to include the amendments which were made following the social responsibility review.*** These changes come into effect on 31 October 2015.

Background

- 3 The Commission publishes the general licence conditions and codes of practice which apply to licensed gambling operators in the document entitled *Licence conditions and codes of practice* (LCCP), which is revised from time to time. We publish the current version of LCCP on our website and notify licensed operators.
- 4 In August 2014, the Commission launched a review on improving the social responsibility provisions in LCCP. This was the first comprehensive review of the social responsibility provisions since LCCP came into force in 2007 and took account of research, technological developments, industry improvements and experiences of implementing LCCP since 2007. The review considered better ways of preventing and reducing gambling-related harm, and increasing player protection measures.
- 5 The amended [LCCP - February 2015 \(updated April 2015\)](#) incorporates changes following the review and consideration of the consultation responses. Each of the changes is explained fully in [Strengthening social responsibility](#).
- 6 We strongly recommend that you read these documents if you have not had time to do so already, or refer to them when considering the intention and effect of a particular amendment to LCCP. The tables below, however, provide an overview of where the main changes appear and a brief explanation of these changes. They are not intended to be exhaustive, so please refer to LCCP or the response document if you have a specific query.
- 7 The tables at the end of this document show the amendments to:
 - licence conditions in **orange shading**
 - social responsibility code provisions which have the effect of licence conditions in **blue shading**
 - ordinary code provisions without any shading. These set out good practice which operators should follow or demonstrate that an alternative approach is reasonable in the operator's particular circumstances; or that to take an alternative approach would be acting in a similarly effective manner
 - remote technical standards in **purple shading**.

Implementation dates and future LCCP changes

- 8 The February 2015 version of LCCP comes into force on **8 May 2015** for all operators and personal licence holders. Not all codes and conditions will come into force on this date, the exceptions are as follows:
- **31 March 2015:** licence condition 2.2.1, relating to gambling software came into force. **This date is no longer marked in LCCP as the condition is currently in force.**
 - **31 October 2015:**
All the amendments to remote technical standards - that is the amendments to RTS 8, 12 and 13 relating to Auto-play, financial limits and reality checks.
Social responsibility code provision 3.3.4, relating to remote gambling time-out facilities.
In April 2015, we clarified that paragraph 8 of social responsibility code provision 3.5.3, relating to automated self-exclusion facilities, will also come into force on 31 October 2015, in line with other changes which require amendments to remote gambling systems.
 - **Expected October 2015:** in April 2015, we updated LCCP to reflect that the **Consumer Rights Act 2015** had been given Royal Assent. Licence condition 7.1.1B now specifies that it will come into force on the date relevant provisions of the **Consumer Rights Act 2015** are brought into force.
 - **6 April 2016:**
Social responsibility code provision 3.5.6, relating to non-remote multi-operator self-exclusion.
Social responsibility code provision 10.1.1, relating to the assessment of local risk.
Ordinary code provision 10.1.2, relating to sharing local risk assessments.
 - Social responsibility code provision 3.5.5, relating to national remote multi-operator self-exclusion will come into force *one month* after notification by the Commission of the establishment of the scheme.
- 9 LCCP is not a static document and will be updated over time to reflect best practice and emerging research. Supplementary consultations are expected during 2015 (for example on socially responsible rewards and on the crime-related aspects of LCCP) which may result in further amendments to LCCP or associated technical standards.

Overview of changes

- 10 The amendments to the social responsibility provisions of LCCP involve some significant changes and developments:
- the introduction of a new Annual Assurance Statement for the larger operators. We intend the Assurance Statement to be a short account – that businesses can be held to – of how, at the most senior levels of the business, operators ensure that their provision of gambling is in line with the licensing objectives¹

¹ A supplementary consultation on the annual assurance statement took place in February-April 2015 and has now closed. We are considering the responses made during the consultation period.

- a requirement for casinos and larger operators to conduct test purchasing, as a means of monitoring the effectiveness of their policies and procedures designed to prevent underage gambling
- measures related to customer interaction that will help remove some of the existing barriers to identifying those experiencing harm and intervening effectively
- implementation of multi-operator self exclusion schemes
- stemming from the Government's advertising review, a new SR code provision which requires that 'free bet' offers are marketed in a fair and open way and do not mislead
- additional remote technical standards for gambling management tools.

11 The changes also include minor amendments and codify areas of good practice which will improve social responsibility standards across gambling businesses including:

- improved training, policies, procedures and control measures to ensure access to gambling by children and young people is prevented
- widening the methods for providing information to players
- improved awareness of local risks to the licensing objectives for premises-based operators
- clarification of the requirement to provide financial support to research, education and treatment
- amendments to measures affecting sectors such as pool betting and social lotteries.

12 The underlying principle of the review and LCCP changes is that responsibility for delivering the licensing objectives rests with gambling operators. The Commission expects the industry to demonstrate continued progress in embedding the licensing objectives.

Further documents published

13 We have now published the [sector-specific extracts of LCCP - February 2015](#). The sector-specific extracts which were in force until 7 May 2015 have now been removed.

14 [Remote Technical Standards - April 2015](#) incorporates the amendments summarised here (and which come into force on 31 October 2015).

Table 1: Summary of social responsibility changes to licence conditions in the LCCP February 2015 (updated April 2015)

Topic	Licence condition (LC) number	Change	Summary of change please refer to LCCP for the full provision	Comments (if relevant) Includes a summary of the operators to which the provisions apply – consult LCCP for the full explanation
Marketing, advertising and fair and open terms	LC 7.1.1A (3) LC 7.1.1B (3)	Amended / new condition	Customers must be notified of <i>material</i> changes to terms, before they come into effect.	LC 7.1.1A remains in force until replaced by LC 7.1.1B - see item below. All operators except B2B operators
Marketing, advertising and fair and open terms	LC 7.1.1B (1)	New condition	Replaces reference to previous consumer requirements with the Consumer Rights Act 2015.	Comes into force on the date relevant provisions of the Consumer Rights Act 2015 are brought into force (minor amendments were made to the licence condition in April 2015 to reflect the enactment of the Customer Rights Bill) All operators except B2B operators
Other items – Tic tacs	LC 12.1.1	Deleted condition	Removal of licence condition 12.1.1 relating to tic tacs, as no longer relevant.	Comes into force 8 May 2015 Deleted condition applied to tic tacs
Other items – pool betting	LC 13.1.3	Amended condition	The current condition (for pool betting operators) for annual accounts, certified by a qualified independent accountant, is amended to reflect that copies must be made available to the Commission 'on request'.	Comes into force 8 May 2015 Applies to pool betting operators

(continued) Table 1: Summary of social responsibility changes to licence conditions in the LCCP February 2015 (updated April 2015)

Topic	Licence condition (LC) number	Change	Summary of change please refer to LCCP for the full provision	Comments (if relevant) Includes a summary of the operators to which the provisions apply – consult LCCP for the full explanation
Other items – other reportable events	LC 15.2.2 (1)(c)	Amended condition	Licensees must notify the Commission of becoming aware that a group company which is not a Commission licensee is advertising remote gambling facilities to those residing in a jurisdiction in or to which it has not previously advertised. This change ensures we continue to monitor information supplied by applicants at licensing stage.	Comes into force 8 May 2015 Remote gambling operators

Amendments to code provisions

LCCP contains two types of code provision:

- social responsibility code provisions: compliance with these is a condition of licences
- ordinary code provisions: these do not have the status of operator licence conditions but set out good practice. Operators may adopt alternative approaches to those set out in ordinary code provisions if they have actively taken account of the ordinary code provision and can demonstrate that an alternative approach is reasonable in the operator's particular circumstances; or that to take an alternative approach would be acting in a similarly effective manner.

Table 2: Summary of changes to social responsibility code provisions in LCCP February 2015

Topic	Code provision number SR = social responsibility code provision, blue shading OC = ordinary code provision, no shading	Change	Summary of change please refer to LCCP for the full provision	Comments Includes a summary of the operators to which the provisions apply – consult LCCP for the full explanation
Research, education & treatment	SR 3.1.1	Amended provision	Licensees must make an annual financial contribution to one or more organisations which research into prevention and treatment of gambling-related harm, develop harm prevention approaches and identify and fund treatment to those harmed by gambling.	Comes into force 8 May 2015 Applies to all licensees

(continued) Table 2: Summary of changes to social responsibility code provisions in LCCP February 2015 (updated April 2015)

Topic	Code provision number SR = social responsibility code provision, blue shading OC = ordinary code provision, no shading	Change	Summary of change please refer to LCCP for the full provision	Comments Includes a summary of the operators to which the provisions apply – consult LCCP for the full explanation
Access to gambling by children and young people	SR 3.2.1 (2), (8) & (9) SR 3.2.3 (3), (6) & (8) SR 3.2.5 (3), (5) & (7) SR 3.2.7 (3), (6) & (9)	Additions to provisions	<p>These additions to provisions require licensees to:</p> <ul style="list-style-type: none"> • ensure that their policies and procedures take account of the structure and layout of their gambling premises to prevent access to gambling by children and young persons • ensure staff training covers all relevant prohibitions against inviting children or young persons to gamble or to enter gambling premises • conduct test purchasing or take part in collective test purchasing programmes to provide reasonable assurance that they have effective policies and procedures to prevent underage gambling. Test purchase results should be provided to the Commission. 	<p>Comes into force 8 May 2015</p> <p>Applies to all operators with gambling premises</p> <p>Applies to all non-remote operators</p> <p>Applies to non-remote operators:</p> <ul style="list-style-type: none"> • all casinos • AGC, bingo, FEC and non-remote general betting (standard) operators in fee category C or higher.
Access to gambling by children and young people	OC 3.2.4 (5) OC 3.2.6 (6) OC 3.2.8 (6)	Addition to provisions	Licensees should consider how they monitor the effectiveness of their policies and procedures for preventing underage gambling, for example through collective test purchasing programmes, and be able to explain their approach.	<p>Comes into force 8 May 2015</p> <p>Applies to non-remote operators not covered by the equivalent SR provision:</p> <ul style="list-style-type: none"> • AGC, bingo and FEC (fee categories A and B) • General betting standard (fee categories A and B) • pool betting, on course betting, and trading rooms.

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Access to gambling by children and young people	OC 3.2.2 (7) OC 3.2.4 (6) OC 3.2.6 (7) OC 3.2.8 (5)	Amended provision	Staff training on preventing underage gambling should include policies for induction and refresher training.	Comes into force 8 May 2015 Applies to non-remote casino, AGC, bingo and FEC, non-remote betting and trading room licences
Access to gambling by children and young people	OC 3.2.2 (3) OC 3.2.4 (1) OC 3.2.6 (1) OC 3.2.8 (1)	Amended provision	Includes military identification cards in the list of examples of acceptable forms of identification.	Comes into force 8 May 2015 Applies to non-remote casino, AGC, bingo, FEC and non-remote betting operators
Access to gambling by children and young people	SR 3.2.13 (2)(f)	Additional provision	It must be clear in the terms and conditions that those under 16 are not permitted to participate and prizes will not be paid out. Customers must be required to verify their age before being able to make any subscription or purchase entry into the lottery. The operator is expected to conduct random checks of users who self-verify age.	Comes into force 8 May 2015 Applies to remote lottery licences in the context of subscription lotteries and low frequency lotteries
Access to gambling by children and young people	OC 3.2.14	New provision	Where the lottery is more likely to attract underage play, eg prizes that appeal to children, operators should ensure age verification measures are appropriate to the risk of attempted underage play.	Comes into force 8 May 2015 Applies to remote society lotteries

(continued) Table 2: Summary of changes to social responsibility code provisions in LCCP February 2015 (updated April 2015)

Topic	Code provision number SR = social responsibility code provision, blue shading OC = ordinary code provision, no shading	Change	Summary of change please refer to LCCP for the full provision	Comments Includes a summary of the operators to which the provisions apply – consult LCCP for the full explanation
Information to players on responsible gambling	SR 3.3.1 (4)	Amended provision	Information must be available to players through relevant methods, must be available in a form that may be taken away from the premises (eg leaflets) and may also be made available through the use of links for online or smart technology.	Comes into force 8 May 2015 Applies to operators with gambling premises
Gambling management tools – B2 machines	SR 3.3.3	New provision	Customers must be required to make an active choice whether to set time and monetary thresholds for customer and staff alerts, when using B2 machines.	Comes into force 8 May 2015 Applies to all non-remote betting licences
Gambling management tools – time outs	SR 3.3.4	New provision	Customers must be offered a ‘time out’ facility for reasonable durations up to 6 weeks.	Comes into force 31 October 2015 Applies to most remote operators - see LCCP for exclusions
Customer interaction	SR 3.4.1 (1) (e)	Amended provision	Policies must include specific provision for: <ul style="list-style-type: none"> • making use of all relevant sources of information to ensure effective customer interactions (in particular, to identify at-risk customers who may not be displaying obvious signs of problem gambling, and in relation to customers designated ‘high value’ or ‘VIP’) • interacting with customers demonstrating signs of distress, agitation, aggression etc. 	Comes into force 8 May 2015 Applies to all licences except non-remote lottery operating licences, gaming machine technical and gambling software licences

(continued) Table 2: Summary of changes to social responsibility code provisions in LCCP February 2015 (updated April 2015)

Topic	Code provision number SR = social responsibility code provision, blue shading OC = ordinary code provision, no shading	Change	Summary of change please refer to LCCP for the full provision	Comments Includes a summary of the operators to which the provisions apply – consult LCCP for the full explanation
Customer interaction	OC 3.4.2	New provision	Operators should share experience and best practice on SR requirements for customer interaction. They should keep a record of interactions and reasons where an interaction has been ruled out. There should be induction and refresher training on staff responsibilities for customer interaction.	Comes into force 8 May 2015 Applies to all licences except non-remote lottery operating licences, gaming machine technical and gambling software licences
Customer interaction	SR 3.4.3	New provision	Licensees must set upper limits for the sale of lottery tickets to a person and undertake and record interactions where customers seek to exceed the limit. Records should be kept for at least three years and should be available to the Commission on request.	Comes into force 8 May 2015 Applies to lottery licences for non-commercial societies or external lottery managers
Self-exclusion	SR 3.5.1 (6) (b)	Amended provision	Photo identification is required for self-exclusion agreements except where an alternative means of identification is at least as effective.	Applies to customer-facing non-remote operators and trading rooms (does not apply to non-remote lotteries)
	SR 3.5.1 (7)	New provision	Procedures of preventing self-excluded individuals from gambling must take account of the structure and layout of their premises.	Comes into force 8 May 2015
	SR 3.5.1 (8)	New provision	Self-excluding individuals must be signposted to counselling and support services.	

(continued) Table 2: Summary of changes to social responsibility code provisions in LCCP February 2015 (updated April 2015)

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Self-exclusion	OC 3.5.2 (7)	Amended provision	The minimum self-exclusion period should be not less than 6 months nor more than 12 months. Customers can request to extend one or more periods for at least 6 months each. Marketing material should not be sent to the customer during the self-exclusion period. There should be a positive action in order to gamble again and a 24 hour cooling off period offered for at least 6 months following the end of a self-exclusion period.	Comes into force 8 May 2015 Applies to customer-facing non-remote operators and trading rooms
	OC 3.5.2 (10) & (11)	Additions to provision	Policies and procedures should guard against self-excluded individuals attempting to breach their agreement by getting another person to gamble on their behalf. Staff should be informed of individuals who have recently attempted to breach agreements.	
	OC 3.5.2 (12)	Addition to provision	Training policies on self-exclusion should include induction and refresher training.	

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Self-exclusion	SR 3.5.3 (7)	Addition to provision	Licensees must signpost to counselling and support services, when administering self-exclusion agreements.	Comes into force 8 May 2015 Applies to remote operators
	SR 3.5.3 (8)	Amended provision (elevated from ordinary to social responsibility code)	Customers must be given the opportunity to self-exclude by contacting customer services in addition to entering an automated process using remote communication. Staff involved in direct customer service must be aware of the self-exclusion system and able to direct the individual to a point of contact to complete the process.	In April 2015, we clarified that paragraph 8 of the provision (relating to the requirement to offer automated self-exclusion) will come into force on 31 October 2015, in line with other amendments which require system development for remote operators.
Self-exclusion	OC 3.5.4 (5)	Amended provision	The minimum self-exclusion period should be not less than 6 months nor more than 12 months. Customers can request to extend one or more periods for at least 6 months each. There should be a positive action in order to gamble again and a 24 hour cooling off period for at least 7 years following the end of a self-exclusion period.	Comes into force 8 May 2015 Applies to remote operators - see LCCP for exclusions for some ancillary remote operators
	OC 3.5.4 (8)	Addition to provision	Training policies on self-exclusion should include induction and refresher training.	

(continued) Table 2: Summary of changes to social responsibility code provisions in LCCP February 2015 (updated April 2015)

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Self-exclusion	SR 3.5.5	New provision	Remote operator licensees must participate in the national multi-operator self-exclusion scheme.	Comes into effect one month after notification by the Commission of the establishment of such a scheme Applies to most remote operators - see LCCP for exclusions
Self-exclusion	SR 3.5.6	New provision	Licensees must participate in multi-operator self-exclusion schemes so that customers who self-exclude are offered the ability to self-exclude from similar gambling facilities in the locality.	Comes into force 6 April 2016 Applies to most non-remote operators - see LCCP for exclusions
Self-exclusion	OC 3.5.7	New provision	Licensees should contribute to and participate in the development and effective implementation of multi-operator self-exclusion schemes.	Comes into force 8 May 2015 Applies to most non-remote operators - see LCCP for exclusions
Self-exclusion	SR 3.5.8	New provision	In April 2015, we included a new provision to clarify the procedures which apply for self-exclusion from non-remote lotteries. The equivalent provision for other non-remote operators is SR 3.5.1 which does not apply to non-remote lotteries.	Comes into force 8 May 2015. Applies to non-remote lotteries.

(continued) Table 2: Summary of changes to social responsibility code provisions in LCCP February 2015 (updated April 2015)

Topic	Code provision number SR = social responsibility code provision, blue shading OC = ordinary code provision, no shading	Change	Summary of change please refer to LCCP for the full provision	Comments Includes a summary of the operators to which the provisions apply – consult LCCP for the full explanation
Provision of credit	SR 3.7.2	New SR provision	The previous requirements of ordinary code provision 3.7.2 – provision of credit to members – are elevated to a social responsibility code. Operators who choose to offer credit to customers <i>must</i> carry out procedures such as credit scoring.	Comes into force 8 May 2015 Applies to general betting licences (not 2005 Act casinos) and most consumer-facing remote licences
Display of rules	SR 4.2.6	Amended provision	Reflects the change from Horseracing Regulatory Authority rules to the British Horseracing Authority rules	Comes into force 8 May 2015 Applies to general betting operators and betting intermediaries
Display of rules	SR 4.2.7	Amended provision	Clarification of drafting. For example, information on the stake, odds and potential return, or whether the bet will be settled according to Starting Price, must be included on the betting slip for ticket.	Comes into force 8 May 2015 Applies to on-course betting operators, within the ring at horserace tracks
Alcoholic drinks	SR 5.1.3	Amended provision	Extends the scope to all ‘gambling activities’. Licensees must not make unsolicited offers of free alcoholic drinks to customers at a time when they are participating in <i>gambling activities</i> .	Comes into force 8 May 2015 Applies to non-remote bingo and casino licences

(continued) Table 2: Summary of changes to social responsibility code provisions in LCCP February 2015 (updated April 2015)

Topic	Code provision number SR = social responsibility code provision, blue shading OC = ordinary code provision, no shading	Change	Summary of change please refer to LCCP for the full provision	Comments Includes a summary of the operators to which the provisions apply – consult LCCP for the full explanation
Marketing, advertising and fair and open terms	OC 5.1.6	Amended provision	<p>Licensees should comply with advertising codes of practice issued by CAP and BCAP, and have regard to their '<i>Guidance on the rules for gambling advertisements</i>'.</p> <p>Clarifications about the rule that marketing must not include a child or young person, or feature a person who seems to be under 25 years old - the exceptions are set out in 5.1.6(3) (a) and (b).</p>	<p>Comes into force 8 May 2015</p> <p>Applies to all licences except lottery licences</p>
Marketing, advertising and fair and open terms	SR 5.1.7	New provision	<p>Marketing, advertisements and invitations to purchase including 'free bet' offers must not be misleading within the meaning of the Consumer Protection from Unfair Trading Regulations 2008.</p> <p>Licensees must abide by CAP / BCAP code provisions relating to 'free bet', 'bonus' or similar offers and follow the CAP and BCAP '<i>Guidance on the rules for gambling advertisements</i>'.</p> <p>The terms of conditions of marketing incentives must be available for the duration of the promotion.</p>	<p>Comes into force 8 May 2015</p> <p>Applies to all licences</p> <p>Particular requirements are highlighted in SR 5.1.7(2) (a. to c.)</p>
Marketing, advertising and fair and open terms	OC 5.1.8	New provision	<p>Advertising and marketing material should not appear on any primary web page/screen or micro-site that provides advice or information on responsible gambling.</p>	<p>Comes into force 8 May 2015</p> <p>Applies to all licences</p>

(continued) Table 2: Summary of changes to social responsibility code provisions in LCCP February 2015 (updated April 2015)

Topic	Code provision number SR = social responsibility code provision, blue shading OC = ordinary code provision, no shading	Change	Summary of change please refer to LCCP for the full provision	Comments Includes a summary of the operators to which the provisions apply – consult LCCP for the full explanation
Compliance with advertising codes (lotteries)	OC 5.1.9	New provision	In April 2015, we introduced a new provision for lottery operators to clarify the relevant aspects of advertising codes of practice for lotteries. The equivalent provision for other operators is OC 5.1.6.	Comes into force 8 May 2015. Applies to lottery licences.
Other items – complaints and disputes	SR 6.1.1 (and other provisions in LCCP)	Amended provision	<p>Amendment to wording from ‘their gambling premises’ to ‘the gambling premises’ to give clarity for on-course betting operators who do not provide gambling facilities from their own premises.</p> <p>Following the publication of <i>The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015</i>, we have added (in April 2015) a footnote to the Regulations in SR Code 6.1.1 to cross-refer to those Regulations and to clarify that references to an ADR entity in the Code are to an ADR which has been approved by the Gambling Commission and appears on its register under the Regulations.</p>	<p>Comes into force 8 May 2015</p> <p>Applies to some relevant betting provisions only</p> <p>From 9 July 2015, gambling operators must use an ADR entity which has been approved by the Gambling Commission</p> <p>We will shortly be publishing advice on the ADR Regulations and on the approval process for ADR entities on our website in the format of a blog which will be updated to reflect emerging issues.</p>

(continued) Table 2: Summary of changes to social responsibility code provisions in LCCP February 2015 (updated April 2015)

Topic	Code provision number SR = social responsibility code provision, blue shading OC = ordinary code provision, no shading	Change	Summary of change please refer to LCCP for the full provision	Comments Includes a summary of the operators to which the provisions apply – consult LCCP for the full explanation
Local risk assessments	SR 10.1.1	New provision	<p>Licensees must assess – and have policies, procedures and control measures to mitigate – local risks to the licensing objectives, taking account of the licensing authority’s statement of licensing policy.</p> <p>Local risk assessments must be reviewed when there are significant changes in local circumstances or at the premises, or when applying for a new licence or variation of a licence.</p>	<p>Comes into force 6 April 2016</p> <p>Applies to non-remote licensees who hold or are applying for premises licences</p>
Local risk assessments	OC 10.1.2	New provision	Licensees should share their risk assessment with the licensing authority when applying for a new licence or to vary a licence, or on request.	<p>Comes into force 6 April 2016</p> <p>Applies to non-remote licensees who hold or are applying for premises licences</p>

Table 3: Summary of changes to remote technical standards

We have now published the [Remote Technical Standards - April 2015](#) which comes into force on 31 October 2015, and which incorporates all of the amendments set out below.

Topic	Remote Technical Standard number Requirement, purple shading Implementation guidance, no shading	Change	Summary of change Please refer to LCCP for the full technical standard	Comments Includes a summary of the gambling to which the standards apply – consult RTS for the full explanation
Gambling management tools	RTS 8A	Amended requirement	<p>Systems must provide the following control facilities, which stop auto-play:</p> <ul style="list-style-type: none"> • loss limit (in April 2015, we published the amended RTS and included a refined definition of ‘loss’ limit to assist operators in implementing this requirement) • single win limit • jackpot win. <p>Each time a customer uses auto-play, they must select the stake, the number of auto-play gambles and, at least, the loss limit.</p> <p>Auto-play gambles must not exceed 100 and the customer must be able to stop auto-play at any time.</p>	<p>Comes into force 31 October 2015</p> <p>Applies to all remote gaming</p> <p>Implementation guidance to 8A confirms that auto-play should not override any of the display requirements</p>
Gambling management tools	RTS 12A & 12B	Amended guidance	<p>Limits on offer should include 24 hours, 7 days and 1 month. When a customer decreases their limit, they should be informed when the reduction will take effect.</p>	<p>Comes into force 31 October 2015</p> <p>Applies to financial limits in all remote gambling</p>

(continued) Table 3: Summary of changes to remote technical standards

Topic	Remote Technical Standard number Requirement, purple shading Implementation guidance, no shading	Change	Summary of change Please refer to LCCP for the full technical standard	Comments Includes a summary of the gambling to which the standards apply – consult RTS for the full explanation
Gambling management tools	RTS 12B	Amended requirement	Customer limits can only be increased once the customer has taken positive action at the end of the cooling off period to reconfirm their request.	Comes into force 31 October 2015 Applies to financial limits in all remote gambling
Gambling management tools	RTS 13B	Additional requirement	Customers should be able to set the frequency at which they receive and see on screen a reality check (display of time elapsed since the session began). The customer has to acknowledge the reality check for it to be removed from the screen.	Comes into force 31 October 2015 Applies to remote gambling (except peer to peer gaming) and remote instant win lotteries
Gambling management tools	RTS 13B	Additional guidance	The customer should be able to set frequency prior to commencing the game, and the reality check should appear at that frequency until the session ends. The reality check should link to their account history and offer the facility to exit the gaming session.	Comes into force 31 October 2015 Applies to remote gambling (except peer to peer gaming) and remote instant win lotteries

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Published April 2015
LCCP 15/03