

GAMBLING COMMISSION

Meg Hillier MP
Houses of Parliament
London
SW1A 0AA

By email: meghilliermp@parliament.uk

6 July 2020

Dear Ms Hillier,

Public Accounts Committee report into Gambling regulation: problem gambling and protecting vulnerable people.

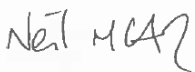
Thank you for sending the report to my team on the day of publication and thank you for inviting us to give evidence to help inform the report. We are reading the report in detail and will respond officially within your timetable, alongside DCMS.

We are disappointed to see the report concluded that the Commission has an “unacceptably weak understanding” of the impact of gambling harms and I am writing to you, to reassure you that we are determined to do everything we can to accelerate actions and build on our existing progress in making gambling safer. Since I gave evidence to the Committee we have suspended several operating licences, we have introduced additional measures to protect consumers during the COVID-19 lockdown and we are currently taking action on VIPs, customer interaction and online game design. We have also established an interim group of Experts by Experience to assist us develop our plans.

Both the Public Accounts Committee Report and the NAO identified the urgent need for greater resources to be able to meet the challenges ahead and we are working closely with DCMS to address that.

I have the privilege of leading a group of colleagues who are determined to reducing gambling related harm and determined to do everything they can to achieve that. They have shown remarkable resilience and commitment in the face of some formidable challenges and, at times harsh, criticism. I can assure you that we will carefully consider the conclusion and recommendations in the report, as improving the way we regulate is one of our core objectives and learn from criticism we are committed to doing so.

Yours sincerely,



Neil McArthur



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