GAMBLING COMMISSION

Industry statistics

April 2014 to March 2017

GAMBLING COMMISSION

Contents

Headline findings

The headline findings in this report indicate areas of interest across the industry or within each sector, highlighting large percentage changes or changes in trends.

£13.7bn

Total Gross Gambling Yield (GGY) of the Great Britain gambling industry
(Apr 2016 – Mar 2017) (1.8% increase from Apr 2015 – Mar 2016)

106,236

Total number of employees in the Great Britain gambling industry
(Mar 2017) (1.0% decrease from Mar 2016)

8,502

Total number of betting shops in Great Britain
(Sep 2017) (3.9% decrease from Mar 2017)

583

Total number of bingo premises in Great Britain
(Sep 2017) (1.4% decrease from Mar 2017)

146

Total number of casinos in Great Britain
(Sep 2017) (1 more than Mar 2017)

1,750

Total number of licensed arcades in Great Britain
(Sep 2017) (5.1% decrease from Mar 2017)

£4.7bn

Total GGY for the remote sector
(Apr 2016 – Mar 2017) (10.1% increase from Apr 2015 – Mar 2016)

34%

Market share of the remote sector
(Apr 2016 – Mar 2017) (1.5% increase from Apr 2015 – Mar 2016)

182,916

Total number of gaming machines in Great Britain
(Apr 2016 – Mar 2017) (1.8% increase from Apr 2015 – Mar 2016)
(excludes those requiring only a local authority permit)

£1.5bn

Contributions (to good causes) from The National Lottery
(Apr 2016 – Mar 2017) (16.9% decrease from Apr 2015 – Mar 2016)

£255.6m

Contributions to good causes from large society lotteries
(Apr 2016 – Mar 2017) (20.5% increase from Apr 2015 – Mar 2016)

Executive summary

Industry statistics provide analysis of the gambling industry in Great Britain. Aggregated information is presented by sector, which includes data on gaming machine numbers and their Gross Gambling Yield (GGY), employee numbers and social responsibility activities.

This report reflects headline findings that describe the current gambling market and is accompanied by a detailed data file.

The GGY for the industry was £13.7bn in the year April 2016-March 2017, as reported by operators licensed and regulated by the Gambling Commission. The gambling industry demonstrates continued growth in most sectors with the exception of National Lottery, bingo and arcades.

Remote gambling (mostly online) is the largest sector by GGY. It has been regulated on a point of consumption basis in Great Britain since November 2014. This sector constitutes 34% of the overall market with £4.7bn GGY(10.1% increase). Within the remote sector, casino games have generated £2.6bn in GGY, predominantly through slots games (£1.7bn). GGY for remote betting totals £1.9bn and is dominated by football and horse betting.

Betting GGY has increased by £36.5m currently totaling £3.4bn to make it the second largest sector by GGY. GGY for off-course and on-course betting activities declined by £29.9m and £1.6m respectively over the last year whilst pool betting and machines have increased by £12.9m and £55m during the same period. Machines GGY currently represents 56.5% of the total off-course GGY. Total betting premises have declined for the fourth consecutive year to 8,502.

The National Lottery share of GGY has fallen by £438m to £2.98bn (12.8% decrease), making it the third largest sector, with the National Lottery primary contribution to good causes also falling to its lowest level since 2010 at £1.5bn.

Bingo sector GGY remains steady at £687m, 46.3% of which is derived from machines.

The casino sector has seen an increase of £154m in casino games GGY, from £803m to £957m, led by Punto Banco which has risen from £23m to £186m. Blackjack has seen a slight decrease from £204m to £181m. Electronic gaming, a growth area within casinos, has seen a year-on-year increase and currently stands at £165m.

In the arcades sector, Adult Gaming Centres show a slight increase in GGY, now reporting £350m, up from £344m last year. Increases can be seen in Category B3 and Category C machines. GGY for licensed Family Entertainment Centres has decreased, now reporting a GGY of £65m. Note that this data does not include Unlicensed Family Entertainment Centres which operate using a permit from the Local Authority.

Large society lotteries, traditionally the smallest market share along with arcades, have seen a GGY equivalent increase to £441.5m (16.3% increase), with balance to good causes at £255.6m (20.5% increase), the highest reported to date.

The overall number of gaming machines across the industry has continued on an upward trend to 182,916, as well as an increase in machine GGY in all sectors except FECs; and in most machine categories except for C and D. Betting shops continue to generate the highest machines GGY at £1.8bn. Across all sectors, B2 machines have generated £1.8bn, representing the highest category for GGY.

Preface

This report provides statistics on the regulated gambling industry in Great Britain (GB) for the period April 2014 to March 2017. An update report to cover up to September 2017[1] is scheduled to be published in May 2018.

The statistics cover gambling across the betting, bingo, casino, arcades and lotteries sectors (including The National Lottery)[2]. They also include data on remote gambling services in reliance on a Commission licence – from GB-based operators and non-GB based operators.

Data has been collated by the Gambling Commission and is drawn from regulatory returns submitted by licensed operators and additional information provided by operators through correspondence with the Commission.

The methodology for producing this report is consistent with Official Statistics guidelines (see Appendix 1 for more detail).

Further statistics and information relating to GB gambling are available from the Statistics and Research section of our website.

For full data tables and graphs (including data for earlier periods), refer to the Excel version of Industry statistics on the Gambling Commission website.

[1] Where September 2017 data is already known, it is included in this report.
[2] Spread betting is not included, as the Commission is not responsible for regulating this activity.

Industry overview

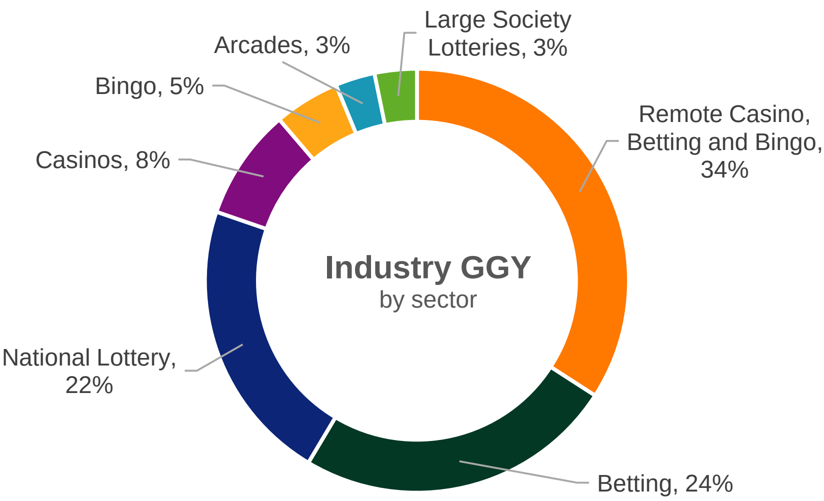
Gross gambling yield

During the period April 2016 to March 2017, the regulated GB gambling industry generated a gross gambling yield (GGY) or equivalent[3] of £13.7bn, a 1.8% increase compared with the year prior.

Table 1: Industry GGY by sector (£m)

Sector	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
Arcades (non-remote)	387.22	415.11	414.40
Betting (non-remote)	3,266.91	3,317.31	3,353.77
Bingo (non-remote)	679.02	690.55	686.79
Casinos (non-remote)	1,159.79	998.36	1,163.54
Remote casino, betting and bingo (previous legislation)	753.53[4]		
Remote casino, betting and bingo (new legislation)[6]	1485.47[5]	4,251.82	4,680.25
National Lottery (remote and non-remote)	3,232.10	3,416.80	2,978.60
Lotteries (remote and non-remote)	349.74	379.72	441.51
Total	**11,313.78**	**13,469.67**	**13,718.86**

Figure 1: Industry GGY by sector



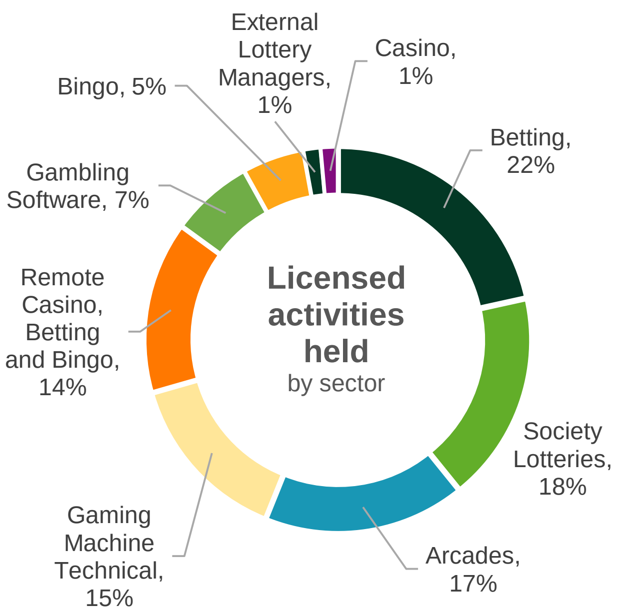
[3] GGY equivalent for the National Lottery and large society lotteries is total proceeds minus total prizes.
[4] The figure represented reflects seven months data under the Gambling Act 2005 from 1 April 2014 to 31 October 2014, and represents the whole regulated market (regardless of where the customer was based).
[5] The figure represented reflects five months data under the Gambling (Licensing and Advertising) Act 2014 from 1 November 2014 to 31 March 2015, and relates to GGY from GB based customers from both GB based and non-GB based operators providing gambling services in GB.
[6] New remote reporting arrangements came into force on 1 November 2014 (as a consequence of the Gambling (Licensing and Advertising) Act 2014). From this point, non GB based operators providing gambling services in GB were required to hold a GB operating licence. Changes arising from the new legislation mean that the most recent data relating to the remote market cannot be treated as continuous with earlier data.

Licensed operators

As at 31 March 2017 there were a total of 2,788 operators licensed by the Gambling Commission, 357 of which operate across more than one sector.

Between them, those operators held licences (remote and/or non-remote) that entitled them to conduct 3,685 activities (1.4% decrease on the previous period).

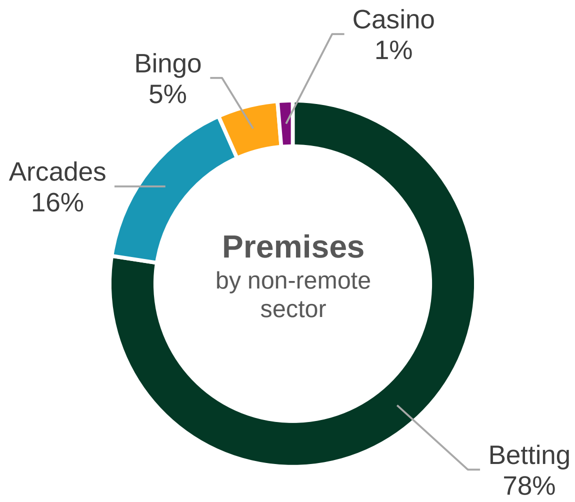
Figure 2: Licensed activities held by sector



Gambling premises

Across GB, there were 10,981 gambling premises used by licensed operators in September 2017 a decrease of 448 (3.9%) since March 2017.

Figure 3: Premises by non-remote sector



Licensing authority premises

In addition to premises used by licensed operators, there were 53,242 premises where gambling is permitted and controlled by licensing authorities. Data on non-Commission licensed premises can be found in **Licensing authority statistics.**

Employment

The number of people working in the gambling industry was 106,236 (as at 31 March 2017) (1.0% decrease on the previous reporting period).

Table 2: Number of employees across all gambling sectors[7]

Employees	As at 31 Mar 2015	As at 31 Mar 2016	As at 31 Mar 2017
Betting	51,509	53,250	52,292
Bingo	13,278	12,823	12,433
Casino	15,569	16,350	16,417
Arcades	10,980	10,749	10,070
Gaming machine technical[8]	7,161	6,609	6,132
Lotteries (External Lottery Managers only)	982	1,124	1,090
Remote	7,645	6,364	7,802
Total	**107,124**	**107,269**	**106,236**

49%

of employees in the gambling industry work in the betting sector

49% betting employees
16% casino employees
12% bingo employees
9% arcade employees
7% remote employees
6% gaming machine technical employees
1% lottery (ELM) employees

[7] Employee headcount are drawn from the latest regulatory return submitted by operators on or before 30 March 2017. Full time and part time employees are included in these figures.
[8] The employee numbers for gaming machine technical (GMT) include headcount from all of the GMT licensed activities (including manufacturers, suppliers and software manufacturers).

Gaming machines

The average total of gaming machines across all non-remote gambling sectors in GB (in premises used by licensed operators only[9]) during the period April 2016 to March 2017 was 182,916 (an increase of 1.8% compared to the previous period).

Category B2, B4 and D machine numbers have declined, whilst Category B1, B3 and C numbers have increased.

Category C machines were the most prevalent category of machine, representing 44.7% of all machines. The introduction and widespread use of electronic bingo terminals[10] (EBTs) within the bingo sector accounts for most of the increase in Category C machines.

Category D and Category B2 machines were the second and third most prevalent machines types; together accounting for a further 40.5%.

Across GB, 79.9% of all gaming machines were in the bingo and arcade sectors.

Table 3: Gaming machine numbers across all regulated gambling sectors (average)[11]

Machine category	Casino	Betting	Bingo	Arcades	Total
B1	2,979				**2,979**
B2	191	33,420			**33,611**
B3	1	49	12,154	11,805	**24,008**
B4	-	-	87	81	**168**
C	-	27	47,487	34,199	**81,713**
D	-	-	6,488	33,948	**40,437**
Total	**3,170**	**33,496**	**66,216**	**80,034**	**182,916**

The total GGY for gaming machines was £2.7bn (2.6% increase compared to the previous period); representing 20% of total industry GGY. There was growth in all categories, apart from Category C and Category D, where there was a marginal decline. B2 Category machines accounted for 66.2% of the total machines GGY (which equates to 13.2% of total industry GGY).

Across GB, 65.7% of GGY from gaming machines was generated from the non-remote betting sector.

Table 4: Gaming machine GGY across all gambling sectors (£m)

Machine category	Casino	Betting	Bingo	Arcades	Total
B1	192.27				**192.27**
B2	14.36	1,800.98			**1,815.34**
B3	0.04	0.43	196.90	193.06	**390.43**
B4	-	-	0.88	0.29	**1.17**
C		0.04	103.95	129.52	**233.50**
D	-	-	14.99	84.55	**99.53**
Aggregated categories	-	1.17	1.25	6.99	**9.40**
Total	**206.67**	**1,802.61**	**317.97**	**414.40**	**2,741.65**

[9] The Commission does not license pubs, clubs, working men's clubs or unlicensed family entertainment centres (UFECs) operating under a Local Authority permit. Consequently, the figures do not represent activity in those sub-sectors. Data on machines in non-Commission licensed premises can be found in **Licensing authority statistics.** See Appendix 3 for information on gaming machine categories and entitlements

[10] EBTs are devices that enable a player to purchase a larger number of tickets than they would usually be able to handle from playing on paper. EBTs can also contain other gambling related content such as slot games. Originally introduced to the market as Category D machines, evidence indicates that a number of the EBTs now operate with Category C content.

[11] Gaming machine numbers fluctuate during the year and as such operators are required to provide their average number of machines.

Social responsibility

Operators have a duty to report various social responsibility related activity to the Commission. The table below contains activity reported during the period April 2016 to March 2017.

Annual comparisons relating to the individual sectors can be found on the Excel version of Industry statistics.

Table 5: Social responsibility overview

Sector	Self-exclusions[12]	Breaches of self-exclusions[13]	Opting to return following self-exclusion	Underage challenged on entry[14]	People who having gambled were unable to verify their age
Arcades	2,954	284	663	38,751	2,204
Betting	38,542	18,055	6,649	350,362	15,032
Bingo	1,147	164	457	-	328
Casino	6,741	3,294	3,980	110	21
Remote	1,148,806	75,891	57,135	-	55,646
Total	**1,198,191**	**97,688**	**68,885**	**389,223**	**73,231**

[12] The number of people who have self-excluded and the number of people who have cancelled their self-exclusion may be lower than these figures because individuals may have self-excluded from more than one venue or operator and therefore been counted more than once.
[13] Known breaches of self-exclusion includes the number of times any self-excluded customer has attempted to gain access to facilities, attempted to gamble (for example, attempting to use an internet betting account following self-exclusion), or actually gambled. It is not limited to an attempt to gamble, and includes attempts to enter premises or access online gambling facilities.
[14] The number of occasions upon which a person was unable to verify their age when challenged, after entering the premises. Children are allowed in FEC and Bingo premises.

GAMBLING COMMISSION

Remote

Remote

Overview

Remote gambling is gambling in which persons participate by the use of remote communication; typically via the internet (accessed via computers, tablets and smart phones), telephone, or television.

The data in this section relates to the remote gambling sector in GB after the implementation of the Gambling (Licensing and Advertising) Act 2014, which came into force on 1 November 2014.

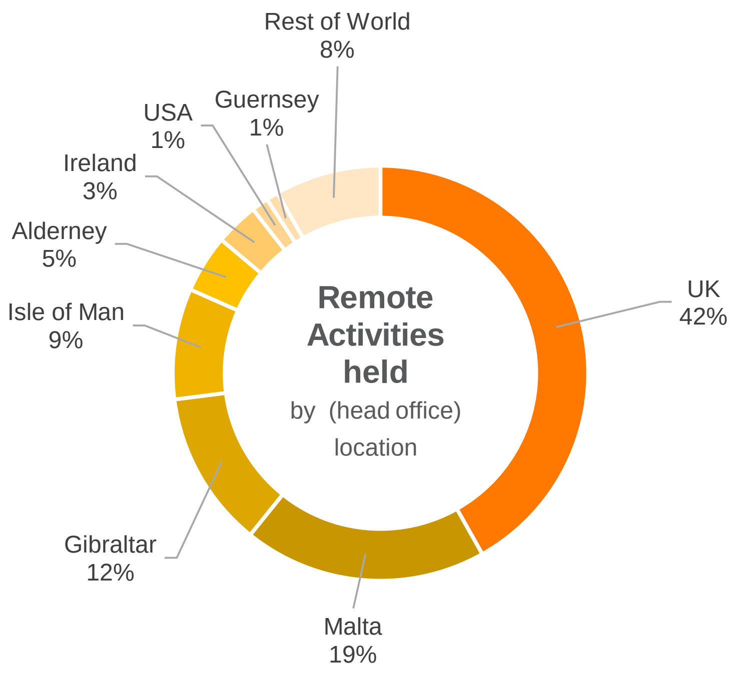
It provides data from GB based and non-GB based operators supplying remote gambling services to customers physically located in GB.

As of 31 March 2017, the total quantity of activities permitted in relation to remote gambling licenses issued was 788; an increase of 4.6% on the previous period. Gambling software and remote casino licences accounted for 56.1% of all remote gambling activity.

Table 6: Remote gambling activities licensed by the Commission

Licensed activity	As at 31 Mar 2015	As at 31 Mar 2016	As at 31 Mar 2017
Betting Intermediary	18	16	17
Betting Intermediary - Trading Rooms Only	7	7	5
Bingo	50	58	54
Casino	179	184	187
Gambling Software[15]	217	241	255
General Betting Limited (telephone only)	24	23	22
General Betting Standard - Real Event	102	94	105
General Betting Standard - Virtual Event	39	43	49
Pool Betting	70	87	94
Totals	**706**	**753**	**788**

Figure 4: Remote licences held by (head office) location



Operators whose Head Office is based in the UK held the largest share of remote gambling activities (42%), followed by Malta (19%) and Gibraltar (12%).

[15] Includes both remote and non-remote licenses.

Remote operators GGY

Total GGY from remote gambling by GB customers was £4.68bn from April 2016 to March 2017 (excluding remote National Lottery and large sector lotteries)[16]. This represented 34% of the total industry GGY.

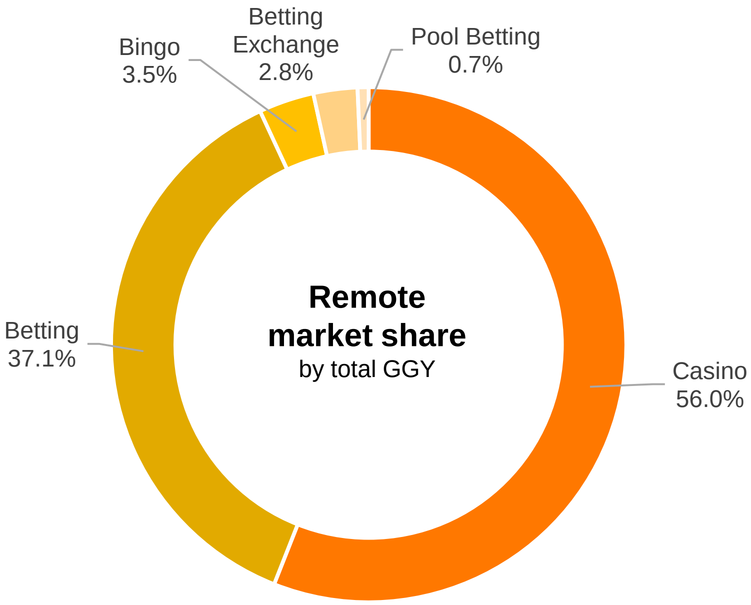
The total sector GGY was comprised of £2.22bn proprietary GGY (47.4%) and £2.47bn revenue share GGY[17] (52.6%).

Table 7: GGY from remote gambling activities for GB customers only (£m)

	Proprietary GGY	Revenue share GGY	Total GGY
Betting	1,126.68	609.45	1,736.13
Betting Exchange	129.32	-	129.32
Bingo	57.39	104.96	162.36
Casino	871.45	1,748.67	2,620.13
Pool Betting	32.32	-	32.32
Totals	**2,217.17**	**2,463.09**	**4,680.25**

Remote casino activities (56.0%) and remote betting (37.1%) generated the most GGY as a share of the total; collectively accounting for 93.1% of remote GGY. Remote bingo games, betting exchange and pool betting made up the remaining 6.9% GGY share.

Figure 5: Remote market share by total GGY (for GB customers only)



[16] Since 1 November 2014 the Commission has been collecting GGY derived from revenue share agreements between licensed operators. To mitigate against the risk of double counting this revenue, the Commission requires operators to report only their relevant portion of the revenue share. Business to business operators are not required to submit the wagered or pay-out amount of a product meaning this information is reported to the Commission once, by the business-to-customer operators. Details of this arrangement can be seen in the remote regulatory returns consultation responses, relevant sections are contained within Annex A. The Commission is working with operators to ensure reported data complies with regulatory return requirements. Figures for the total regulated market (the GB market plus overseas customers) can be found in the Industry Statistics – MS Excel document.

[17] Revenue share is defined as GGY which is subject to a contractual arrangement to be shared between two or more Commission licensed operators.

Remote casino GGY

Slots activities accounted for £1.69bn (64.5%) of total remote casino GGY. Table games generated the second highest GGY, £414m (15.8%). The remote casino GGY was comprised of £871.45m proprietary GGY (33.3%) and £1.75bn revenue share GGY (66.7%).

Figure 6: Remote casino gambling activities GGY share (£m) (for GB customers only)

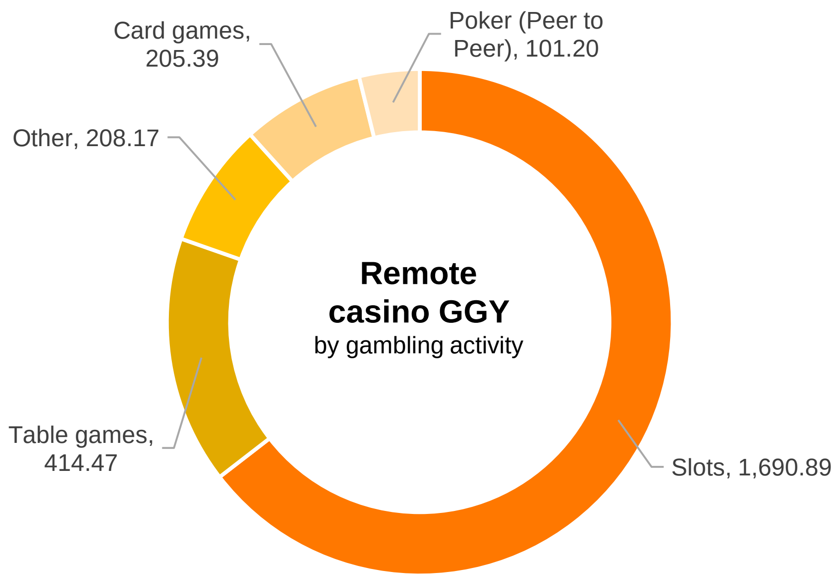
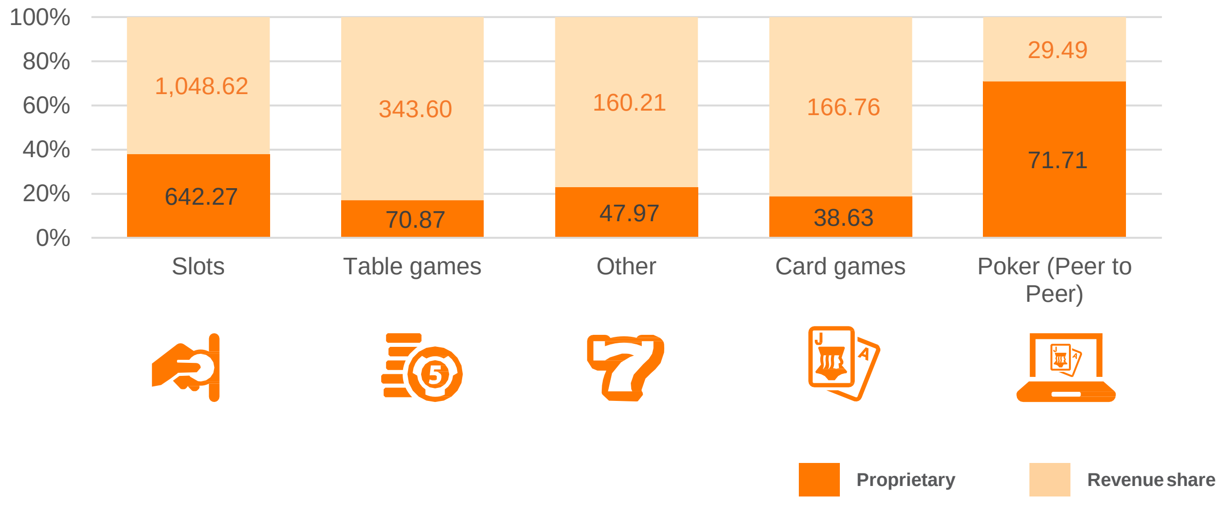


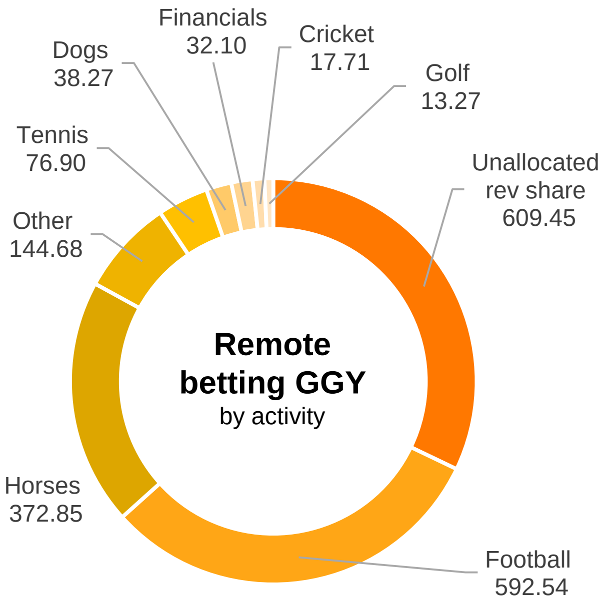
Figure 7: Remote casino gambling activities GGY (propriety and revenue share) (£m) (for GB customers only)



Remote betting GGY

Football betting accounted for 31.2% of total remote betting GGY. Horse racing generated 19.6%. 'Other' generated 7.6%. Golf, dog racing, tennis, cricket and financials betting comprised 9.4% GGY share. Unallocated revenue share accounted for 32.1% of total remote betting GGY.

Figure 8: Remote betting activities GGY share (£m) (for GB customers only)



Gambling software[21]

Total revenue from operators holding a gambling software licence was £632.07m this period (April 2016 to March 2017). Revenue Share accounted for £383.37 (60.7%) of this revenue.

Table 9: Gambling software income (£m)[22]

Revenue type	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
Sales	56.87	179.65	186.07
Revenue share	145.50	355.58	383.37
Other	21.53	70.87	62.63
Total revenue	**223.90**	**606.09**	**632.07**

Customer accounts across remote casino, bingo and betting operators

There were 28.87m active customer accounts in the remote sector, across remote casino, bingo and betting operators. Within the same period, there were 31.85m new account registrations. Within these customer gambling accounts, £666.11m worth of funds was held by remote operators (GB only)[18].

Table 8: Customer account information[19, 20]

Commission licensed activity	Nov 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
Active accounts (m)	21.78	23.05	28.87
New account registrations (m)	8.97	24.74	31.85

[18] Customers gambling on betting exchanges tend to maintain a significant balance in their account as they need to have sufficient funds to cover the liabilities of their bets, rather than just have sufficient funds to cover the stake of the bets they intend to make.

[19] Active customers are those that have been used by customers in the last 12 months. New registrants includes new individual customer registrations that occurred during the period, but may not have gambled.

[20] Customers may have accounts with more than one operator and therefore the data relates to accounts rather than the individuals.

[21] Following the update on Gambling Software Licences, which came into effect on 31 March 2015, the figures change significantly once we received the first set of data from new operators (after April 2016). For a full split of revenues, involving revenue share (including the income generated from gambling software provided to organisations, for which royalties are received), see the Industry Statistics – MS Excel document. These figures are based on annual returns.

[22] Following an industry consultation, the Commission revised the way it collects data on gambling software and no longer collects income by software type. The amount of income detailed is for transactions between operators on a business to business arrangement. Gambling software is defined by the Gambling Act 2005 as computer software that is used in connection with remote gambling (including online gambling) but does not include anything for use solely in connection with a gaming machine.

Betting

Betting

Overview

The non-remote betting industry is made up of off-course, on-course and pool betting operators.

As of 31 March 2017, there were 235 operators licensed for the activity non-remote general betting standard (off-course), a 10% decrease since 31 March 2016.

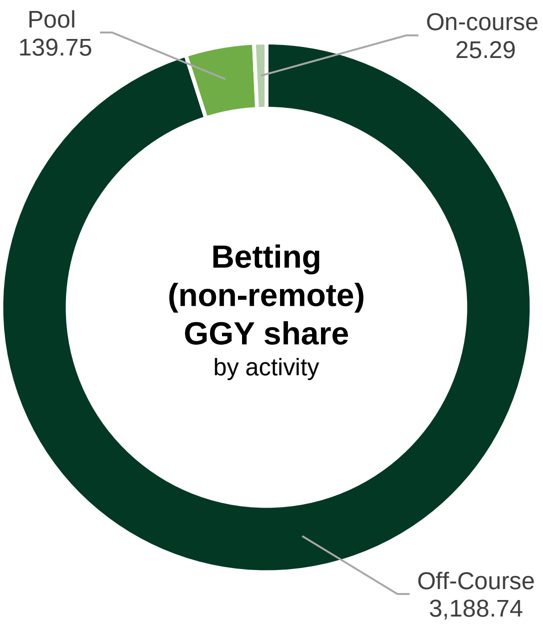
During the same period, the number of operators licensed for the activity non-remote general betting limited (on-course), fell by 2.2% to 534.

There were also 25 operators licensed for the activity non-remote pool betting; 3.1% of the total amount of licensed activities for betting operators.

Total GGY from the non-remote betting sector was £3.35bn from April 2016 to March 2017. This represented 24% of the total industry GGY.

Of the total GGY, 95% was for off-course, 4% was for pool and 1% was for on-course.

Figure 9: Betting (non-remote) GGY share (£m)



Off-course betting

The total quantity of GB off-course betting premises (betting shops) was 8,502 as at 30 September 2017 (a decrease of 3.9% compared to the previous period).

The GB non-remote betting sector is dominated by four operators, which collectively account for 87.2% of all betting shops.

Table 10: Number of betting shops by operator

Organisation	As at 31 Mar 2016	As at 31 Mar 2017	As at 30 Sep 2017	% of total betting shops
William Hill	2,326	2,379	2,372	27.9%
Ladbrokes	2,149	1,945	1,736	20.4%
Betfred	1,366	1,637	1,671	19.7%
Gala Coral	1,835	1,680	1,634	19.2%
Other operators	1,238	1,203	1,089	12.8%
Total	**8,914**	**8,844**	**8,502**	**100%**

Off-course betting: gaming machines in betting shops

The average total quantity of gaming machines in GB betting shops was 33,496 during this last reporting period (3% decrease compared to the previous period).

Gaming machines in betting shops accounted for 18.3% of the total number of machines across all licensed gambling sectors.

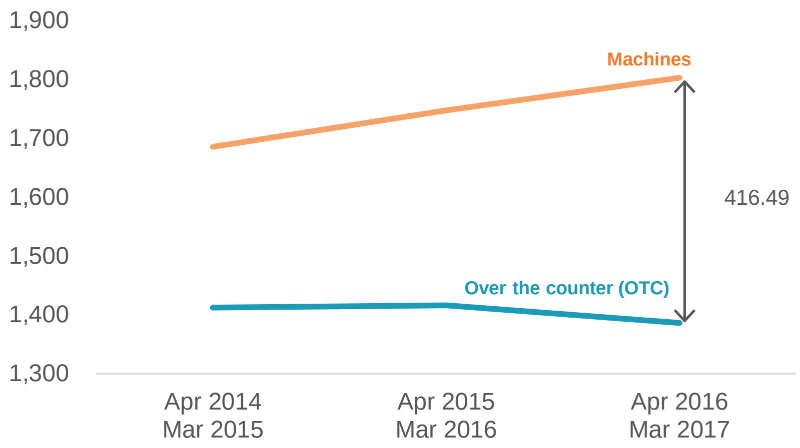
The total GGY from gaming machines in betting shops was £1.8bn (3.1% increase), of which Category B2 machines accounted for 99.9%[23].

Gaming machine GGY in non-remote betting premises accounted for 65.7% of gaming machine GGY across all sectors.

Off-course combined GGY (gaming machines and betting)

GGY from over-the-counter betting was £1.39bn (43.5%) of the total GGY for off-course betting between April 2016 and March 2017. GGY from machines in betting premises accounted for the remaining £1.8bn (56.5%) of total off-course GGY.

Figure 10: Off-course betting GGY breakdown (£m)



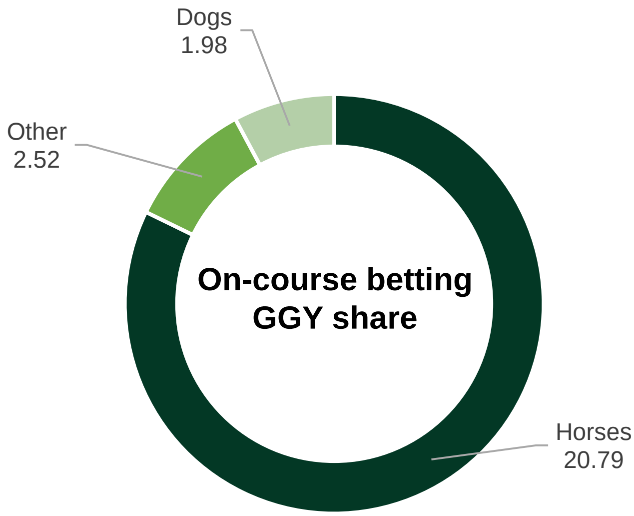
23 In submitting regulatory return information for a machine or a terminal which offers games that equate to different machine categories, operators are required to submit information based on the highest category of game available.

On-course betting

The largest percentage of GGY from on-course betting was on horse racing. In comparison with the last reporting period the GGY for horses declined by 3.8%. GGY for 'Other' has decreased by 24.4%.

On-course betting generated £25.29m in GGY this year; a 5.8% decrease compared to the previous period. This sub-sector represents 0.18% of total industry GGY.

Figure 11: On-course betting GGY (£m)

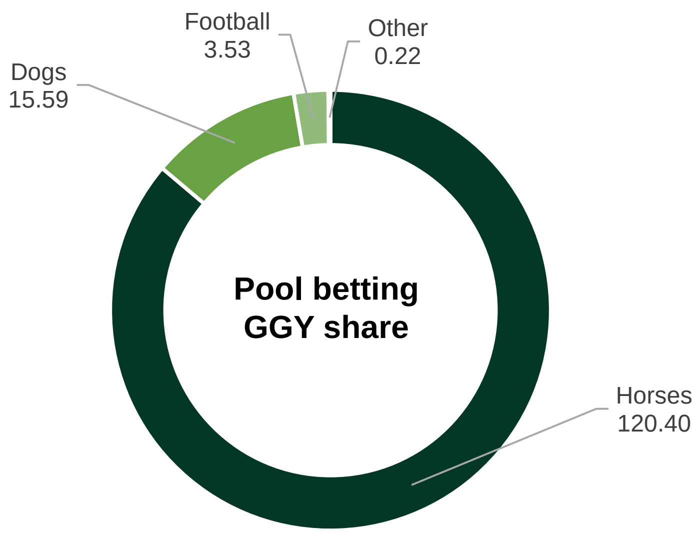


Pool betting

Pool betting includes horse racing, dog racing, football, other sports pools, and fantasy football-type competitions. The largest percentage of GGY from pool betting was on horse racing. Pool betting activities other than horse racing, dog racing and football was minimal as a share of the total.

Pool betting generated £139.75m in GGY this year; a 10.2% increase compared to the previous period. This sub-sector only represents 1% of total industry GGY.

Figure 12: Pool betting GGY (£m)



National Lottery

National Lottery

Overview

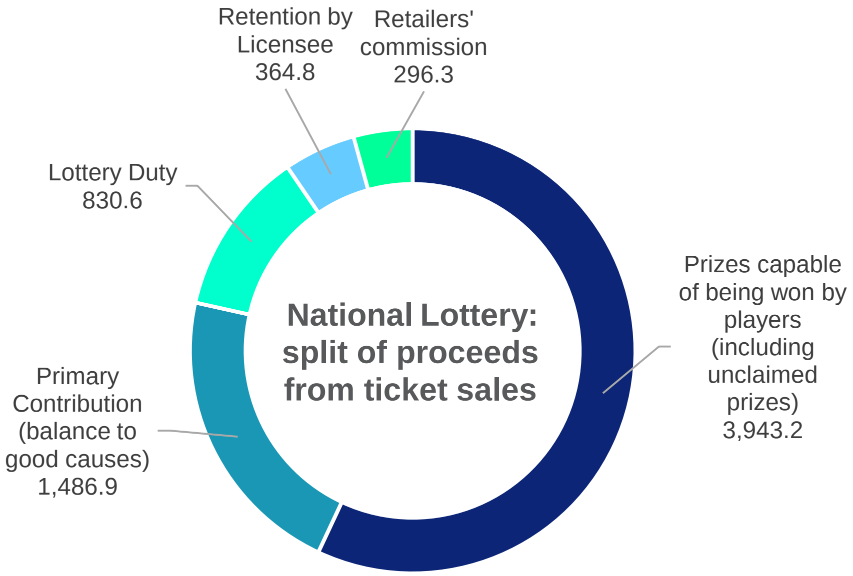
Section 5 of the National Lottery Act allows Gambling Commission to issue a licence to an organisation to run the National Lottery. Only one Section 5 licence may be issued at any one time. The current licence holder is Camelot.

Sales for National Lottery games decreased by 9.1% in the year to March 2017, from £7.62bn to £6.92bn.

The total sales minus prizes (GGY equivalent) for the National Lottery was £2.98bn from April 2016 to March 2017. This represented 21.7% of the total industry GGY and is a 12.8% decrease on the previous period. Expenses, prizes and balance (to good causes) also decreased during this period.

As a proportion of total proceeds, the balance to good causes from the national lottery has decreased from 23.5% to 21.5% in the year to March 2017.

Figure 13: National Lottery (£m)[24] prizes, expenses and primary contribution (balance to good causes) (£m).



[24] Sales figures are tracked by the Retailers' Commission and Lottery Duty figures.

Primary contribution (balance to good causes)

Table 11: Balance to good causes (£m)

	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
Primary contribution (Balance to good causes)	1,668.7	1,788.3	1,486.9

National Lottery balances to good causes decreased by 16.9% to £1.49bn in the period April 2016 to March 2017.

Prizes

Table 12: Prizes (£m)

	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
Prizes	4,043.1	4,198.9	3,943.2

National Lottery prizes decreased by 6.1% to £3.9bn in the period April 2016 to March 2017[25].

Expenditure

Table 13: Expenditure (£m)

	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
Lottery duty	873.0	913.9	830.6
Retailers' commission	328.2	330.2	296.3
Retention by licensee	362.2	384.4	364.8
Total	**1,563.4**	**1,628.5**	**1,491.7**

National Lottery expenditure decreased by 8.4% to £1.49bn in the period April 2016 to March 2017[26].

[25] Prizes capable of being won by players (including unclaimed prizes).
[26] Expenditure comprises of lottery duty, retailers' commission and retention by licensee. Retention by Licensee includes a Secondary Contribution that the Licensee pays to Good Causes, the following financial year. Further to Primary Contribution and Secondary Contribution, other payments are made to Good Causes, including Unclaimed Prizes, Unpaid Prizes, Dormant Wallets and Trust Interest.

Casinos

Casino

Gambling Act 2005 casinos – update

Under Section 175(4) of the Gambling Act 2005 (the 2005 Act), 16 areas were determined as potential locations for 8 large casinos and 8 small casinos.

One large casino was permitted to be licensed in Great Yarmouth, Kingston-Upon-Hull, Leeds, Middlesbrough, Milton Keynes, Newham, Solihull and Southampton. At September 2017, four large casinos had opened under the 2005 Act: Aspers (Stratford City) Ltd in Newham, Aspers (Milton Keynes) Ltd in Milton Keynes, Genting International Casino (Resorts World Birmingham) at the National Exhibition Centre in Solihull and Victoria Gate Casino (Global Gaming Ventures) in Leeds.

The 2005 Act small casinos were allocated to Bath and North-East Somerset, Dumfries and Galloway, East Lindsey, Luton, Scarborough, Swansea, Torbay and Wolverhampton.

Two small 2005 Act casinos are now open, both in premises previously operated as 1968 Act converted casinos. These are operated by Grosvenor Casinos in Luton and by Casino 36 in Wolverhampton.

One further 2005 Act small casino is scheduled to open during 2018 in Bath, and this is a new development in an area with no casinos at present.

This leaves four large and one small casino licences which have been awarded but have yet to be developed, and four small casino licences where the licensing authority has not run the competition to allocate the licence.

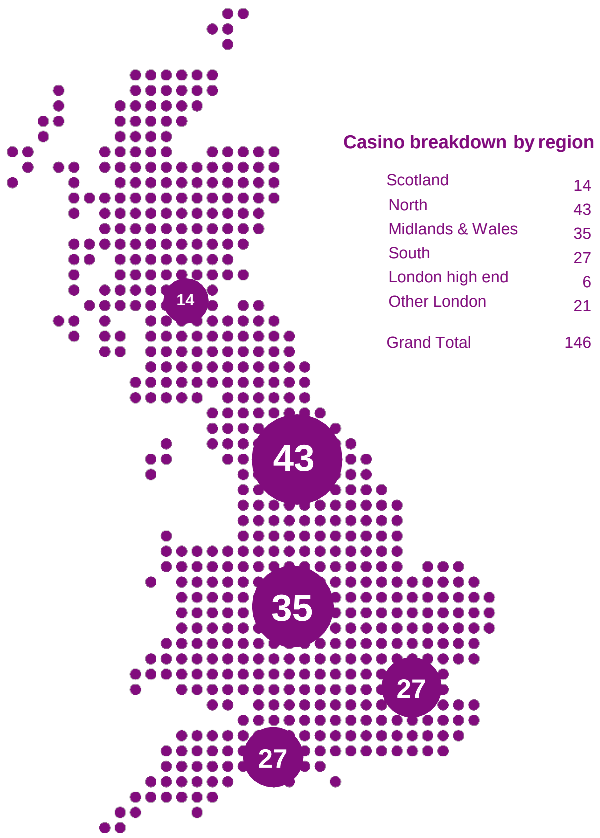
Overview

There were 146 casinos operating in GB, as at 30 September 2017. The casino sector was dominated by two operators; Rank Group (Grosvenor Casinos and 'G' Casinos) and Genting UK (Genting Casinos/Clubs), which collectively accounted for 71% of casino premises.

Table 14: Number of operating casinos (2005 and 1968 Act casinos)

Organisation	As at 31 Mar 2015	As at 31 Mar 2016	As at 30 Sept 2017
Rank Group	63	61	63
Genting UK	41	42	41
Caesars Entertainment	9	9	9
2005 Act Casinos	4	6	6
Other operators	31	27	27
Total	**148**	**145**	**146**

Total GGY from the non-remote casino sector was £1.16bn from April 2015 to March 2016. This represented 8.5% of the total industry GGY.



Casino attendance

Total casino attendance between October 2016 and September 2017 was 19.63m (0.5% decrease on the previous period).

The most attended casino premises were those in 'Other London' (which excludes the London high end casinos) and the North; collectively representing 54.9% of total casino attendance.

Table 15: Casino attendance by region (m)

Region	Apr 2015 Mar 2016	Apr 2016 Mar 2017	Oct 2016 Sep 2017
Scotland	1.61	1.50	1.52
North	5.18	4.94	5.05
Midlands & Wales	3.75	3.83	3.84
South	3.62	3.43	3.33
London high end[27]	0.16	0.16	0.15
Other London	6.24	5.86	5.74
Total	**20.56**	**19.72**	**19.63**

Industry table numbers (average)

Table 16: Electronic gaming player positions (average)

Table type	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
Electronic gaming[29]	3,643	3,701	3,731

Table 17: Industry table numbers (average) [28]

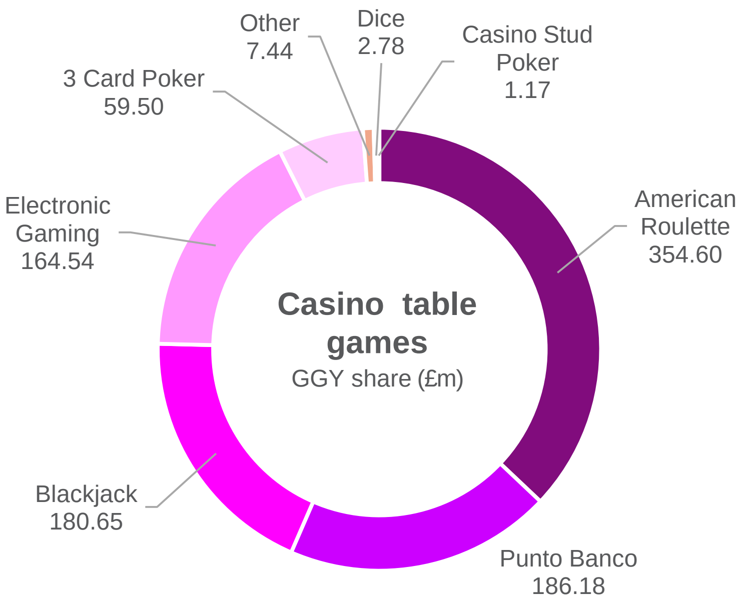
Organisation	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
3 Card Poker	235	240	243
American Roulette	840	856	871
Blackjack	591	604	597
Casino Stud Poker	10	7	9
Dice	12	14	18
Other	76	67	99
Punto Banco	156	157	161
Total	**1,920**	**1,944**	**1,998**

Casino games GGY

American Roulette games generated the largest share of GGY in non-remote casinos (37.1%), followed by Punto Banco (19.5%) and Blackjack (18.9%).

The largest decrease by a table game in the year to March 2017 was for Blackjack which fell by £23m (11.3%)

Figure 14: Casino table games, GGY share



[27] Casinos referred to as London 'high end' comprise six casinos agreed with the industry, which have a distinctive pattern of low volume attendance and high value gaming.
[28] Industry table numbers can fluctuate during the reporting period and as such operators are required to provide average table numbers.
[29] Electronic gaming enables multiple players to participate in the same game of roulette, thus increasing player participation opportunities and reducing overheads. Notably, electronic gaming refers to player positions and not table numbers.

Gaming machines in casinos

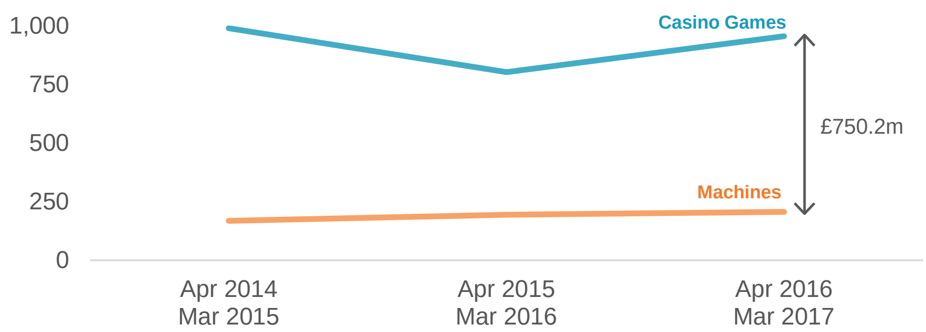
During this reporting period, the overall number of gaming machines in casinos was 3,170 (a 6.6% increase). These accounted for 1.7% of the total number of machines across all gambling sectors.

Casino gaming machine GGY was £206.67m, an increase of 5.8% on the previous period. This accounted for 7.5% of gaming machine GGY across all sectors.

Casino combined GGY (casino games and gaming machines)

GGY from casino games was £956.87m (82.2%) of the total GGY in the non-remote casino sector, between April 2016 and March 2017. GGY from machines in casinos accounted for the remaining £206.67m (17.8%) of total GGY.

Figure 15: Casino GGY (£m) revenue source yearly comparison



GAMBLING COMMISSION

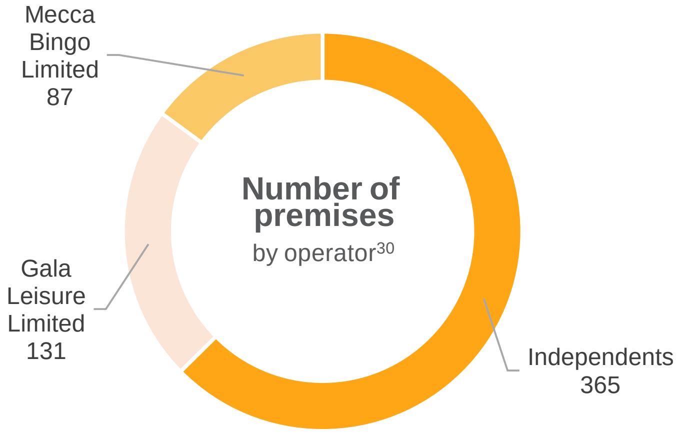
Bingo

Bingo

Overview

The bingo sector comprises various types of businesses including large bingo clubs, holiday parks, working men's clubs and smaller high street venues. As of 31 March 2017, 191 operators held non-remote bingo licences.

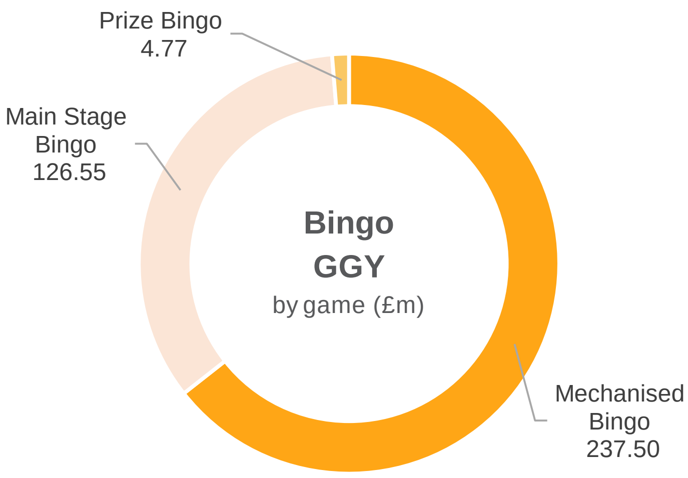
Figure 16: Number of premises by operator



The total quantity of bingo premises was 583 as at 30 September 2017, a 1.4% decrease compared with the previous period.

The dominant sector operators were Gala Leisure Limited and Mecca Bingo Limited, which together accounted for 37.4% of the sector premises total.

Figure 17: Bingo GGY by game



Total GGY from non-remote bingo games was £368.82m from April 2016 to March 2017 (a 2.1% decrease). This represented 2.7% of the total industry GGY.

The largest percentage of non-machine GGY for the bingo sector continued to be provided by mechanised bingo (64.4%), followed by mainstage bingo (34.3%) and prize bingo (1.3%).

[30] Operators who offer bingo as exempt gaming in clubs (including members' clubs, commercial clubs and miners' welfare institutes) and have hit the threshold for high turnover bingo (as defined by Section 275) have been recording the number of licensed premises incorrectly in their regulatory returns, as a consequence the figures are inflated. These operators are required to hold an operating licence, but not a premises licence, if the gaming offered continues to meet the exemptions. We continue to review these returns to rectify errors.

Gaming machines in bingo clubs

The average total quantity of gaming machines in GB bingo premises was 66,216 during the last reporting period (an increase of 5.5% compared to the previous period). Growth was seen in all machine categories with the exception of Category B4.

The composition of gaming machines in bingo clubs has changed in recent years. The widespread use of electronic bingo terminals (EBTs)[31] by a number of providers accounts for much of the increase in the number of machines since April 2011.

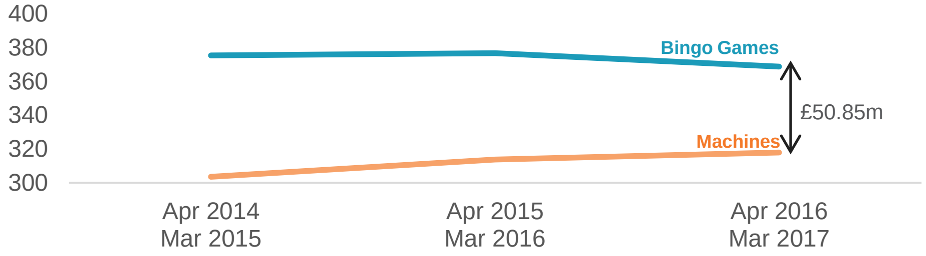
The total GGY from gaming machines in bingo premises was £317.97m (1.3% increase), of which Category B3 and Category C machines accounted for 94.6%[32].

This GGY accounted for 11.6% of gaming machine GGY across all sectors.

Bingo combined GGY (bingo and gaming machines)

GGY from bingo games was £368.82m (53.7%) of the total GGY in the non-remote bingo sector between April 2016 and March 2017. GGY from machines in bingo premises accounted for the remaining £317.97m (46.3%) of total GGY.

Figure 18: Bingo GGY (£m) revenue source yearly comparison



[31] EBTs are devices that enable the player to purchase a larger number of tickets than they would usually be able to handle from playing on paper. EBTs can also contain other gambling related content such as slot games. Originally introduced to the market as Category D machines, evidence indicates that a number of the EBTs now operate with Category C content.

[32] The overall increases in GGY for Category B3 and Category C machines (collectively) is in part due to a number of operators putting in place better systems to record GGY by category of machine, having previously recorded this detail as a total of GGY for all machines on site.

Arcades

Arcades

Overview

As at 31 March 2017, there were 468 adult gaming centre (AGC) licences and 155 family entertainment centre (FEC) licences, held by 507 operators. This is a 4% decrease in the number of operators since the previous period.

Total GGY from the arcades sector was £414.4m from April 2016 to March 2017 (0.2% decrease). This represented 3% of the total industry GGY.

Table 18: Number of arcade premises[33]

Commission Licensed activity	As at 31 Mar 2015	As at 31 Mar 2016	As at 30 Sept 2017[34]
Adult gaming centre (AGC)	1,548	1,550	1,476
Family entertainment centre (FEC)[35]	322	295	274
Total	**1,870**	**1,845**	**1,750**

There were 1,476 AGCs in GB (4.8% decrease on the previous period) and 274 FECs (7.1% decrease).

Adult gaming centres (AGC)

The average total quantity of gaming machines in AGCs was 58,307 during this period (5.8% increase compared with the last period).

Table 19: AGC machine numbers (average)

Machine category	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
B3	9,774	10,656	11,805
B4	135	118	81
C	27,686	29,576	32,296
D	14,663	14,773	14,125
Total	**52,257**	**55,124**	**58,307**

These machines accounted for 31.9% of the average number of machines across all regulated gambling sectors.

Table 20: AGC machine GGY (£m)

Machine category	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
B3	155.76	175.13	193.06
B4	0.34	0.38	0.29
C	109.63	119.72	126.48
D	25.37	25.20	24.61
Aggregated categories[36]	26.30	23.89	5.44
Total	**317.40**	**344.33**	**349.88**

Gaming machine GGY in AGCs increased this period, by 1.6%, to £349.88m.

[33] Premises figures are based on operators' most recent regulatory returns.

[34] Most recent return submitted before this date.

[35] Will only include those FECs licensed by the Commission, excludes those requiring only a permit from local licensing authorities.

[36] Where GGY figures have been provided, but not broken down by machine category.

Family entertainment centres (licensed) (FEC)

The average total quantity of gaming machines in FECs was 21,727 this period (10.5% decrease compared with the last period).

Table 21: FEC (licensed) machine numbers (average)

Machine category	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
C	2,279	2,158	1,903
D	23,616	22,106	19,824
Total	**25,895**	**24,264**	**21,727**

These machines accounted for 11.8% of the average number of machines across all regulated sectors.

Table 22: FEC (licensed) GGY (£m)

Machine category	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
C	4.14	3.56	3.03
D	59.42	61.68	59.93
Aggregated categories[37]	6.26	5.54	1.55
Total	**69.83**	**70.78**	**64.52**

Gaming machine GGY in FECs decreased this period, by 8.8%, to £64.52m.

[37] Where GGY figures have been provided, but not broken down by machine category.

GAMBLING COMMISSION

Large society lotteries

Large society lotteries

Overview

In order to offer society lotteries lawfully, the Gambling Act 2005[38] requires that a society holds either a registration with its local licensing authority or a licence from the Gambling Commission. A society requires a licence from the Commission where:

- the proceeds in an individual draw exceed £20,000 or
- the aggregate lottery proceeds in a calendar year exceed £250,000.

Those lotteries licensed by the Gambling Commission are known as large society lotteries.

Below these thresholds a society may operate without a Commission licence, provided it is registered with its local licensing authority. These types of lotteries are known as small society lotteries.

Local authority lotteries are those where a lottery operating licence is issued to a local authority, by the Commission, to raise funds to cover anything for which they have the power to incur expenditure.

Since the introduction of the Gambling Act 2005, 24 local authorities have been granted lottery operating licences.

As of 31 March 2017, there were 491 non-commercial[39] society lottery operators holding 847 licences and 39 external lottery manager[40] companies (ELM) holding 53 ELM licences.

Table 23: Lottery licences

Licence	Type	As at 31 Mar 2015	As at 31 Mar 2016	As at 31 Mar 2017
Society lottery	Non-remote	468	477	475
	Remote	147	161	175
	Ancillary remote	186	188	197
External lottery manager (ELM)	Non-remote	35	35	32
	Remote	18	21	21
Total		**854**	**882**	**900**

Sales for large lotteries increased by £93.38m in the year to March 2017, from £493.28m to £586.66m Total sales minus prizes (GGY equivalent) for large society lotteries was £441.51m from April 2016 to March 2017. This represented 3.2% of the total industry GGY and a 16.3% growth on the previous period.

Expenses and balance to good causes also both rose during these periods.

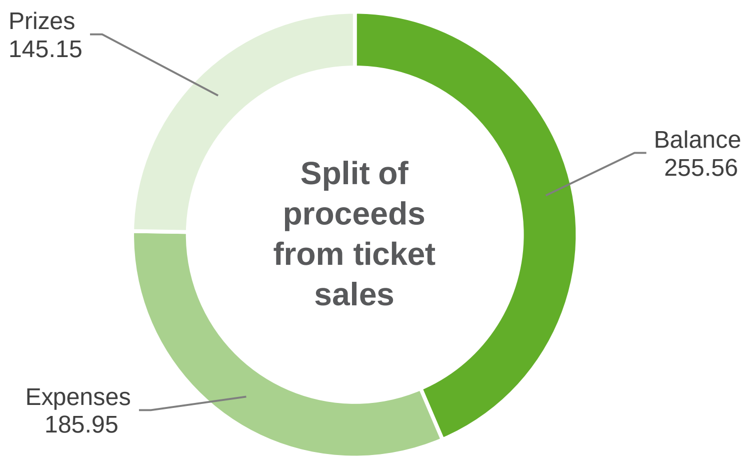
As a proportion of the total proceeds, the balance to good causes from large society lotteries has increased from 43% to 43.6% in the year to March 2017.

[38] Schedule 11, Part 4, Section 31.

[39] A society is defined as non-commercial if it is organised for charitable, sporting, cultural or other purposes apart from private or commercial gain.

[40] Societies may employ a licensed external lottery manager (ELM) to promote all or part of their lottery on their behalf.

Figure 19: Large society lotteries prizes, expenses and balance to good causes (£m)



Balance to good causes

Table 24: Balance to good causes (£m)

	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
Balance (to good causes)	190.63	212.12	255.56

Large society balances to good causes increased by 20.5% to £255.56m in the period April 2016 to March 2017.

Prizes

Table 25: Prizes (£m)

	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
Prizes	96.39	113.56	145.15

Large society lottery prizes increased by 27.8% to £145.15m in the period April 2016 to March 2017.

Expenditure

Table 26: Expenditure (£m)

	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
Expenditure	159.10	167.60	185.95

Large society lottery expenditure increased by 10.9% to £185.95m in the period April 2016 to March 2017.

Appendices

Appendix 1 – Compilation methodology

Regulatory returns must be completed annually by most operators and quarterly by others (large betting operators, casino and remote operators). The date on which returns fall due depends on the date chosen by the particular licence holder, for example, it may coincide with an organisation's own reporting cycle, may be on an annual calendar year basis or run from 1 September to 31 August in line with the date that the Act came into force. In addition:

- annual regulatory returns must be submitted within 42 days of the date on which the return falls due
- quarterly returns must be submitted within 28 days of the date on which the return falls due
- lottery submissions must be sent to the Commission within three months of the date of determination of the lottery or, in the case of an 'instant lottery', within three months of the last date on which tickets in the lottery were on sale

Operators should have submitted all regulatory returns due for the full year period ending prior to 31 March 2017.

When providing figures covering a particular period, the Commission includes all returns that fall wholly or partially within that reporting period. For each operator that submits an annual return, a weighted average is calculated based on the number of days each of the two returns relates to the reporting period. No calculation is required for quarterly returns as they fall wholly within the reporting period.

Where an operator's annual return covers only part of the period in question the figure has been adjusted to produce an estimate for the full year.[41]

Totals and percentages are calculated from unrounded figures and where appropriate totals are shown in outturn (actual) prices and not adjusted for inflation.

Recent figures are provisional, and subject to amendment within future publications.

Until November 2014, the Gambling Commission only regulated operators based in GB. From this period onwards, we have regulated remote operators who supply to GB. Note therefore that the data we publish for remote data under the point-of-consumption regime covers only five months with the year covering April 2014 to March 2015.

Cleansing of the regulatory returns data is undertaken for each Industry statistics publication. Controls are in place to alert the operator to potentially erroneous numbers at submission of the electronic returns. Commission sector specialists and data analysts apply further scrutiny.

We have provided comparator data consistent within this publication, with tables containing data from April 2014 to March 2017. Data for earlier years can be found in the Excel data tables of this report. In certain cases it has not been possible to provide data from previous periods in this format. In these cases, please refer to the Gambling Commission Annual Reviews and Annual Reports.

Data in this report is not index-linked.

[41] The amounts on each regulatory return (which are captured by the reporting period) are divided by 365 (366 if a leap year) and then multiplied by the number of days within the reporting period that is covered by each regulatory return.

Appendix 2 – Gaming machine manufacturers

Overview

As of 31 March 2017 there were 515 operators holding 533 Gaming Machine Technical (GMT) licences[42].

Gaming machine manufacturers

The primary business of manufacturers is the design and manufacture/assembly of new gaming machines and game concepts for machine categories B, C and D that are used in the GB gambling market.

Table 27: Number of new machines sold[44]

Machine category	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
B1	322	463	582
B2	2,698	158	530
B3	1,744	2,469	2,800
B3A	253	263	332
B4	1,222	793	674
C	14,588	14,871	15,132
D	12	0	36
D (cash)	500	789	1,562
D (non-monetary)	622	704	428
No catergory	217	488	427
Total	**22,179**	**20,998**	**22,505**

The total quantity of new gaming machines manufactured and supplied into GB by Commission-licensed manufacturers was 22,505[43] in this period (7.2% increase on the previous period). The largest category of new machines sold was Category C (accounting for 67.2% of all sales), followed by Category B3 (12.4% of all sales).

Table 28: Gross value of sales from new machines sold (£m)

Machine category	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
B1	5.24	7.00	9.76
B2	5.86	0.04	0.08
B3	8.45	11.78	14.57
B3A	0.69	0.66	0.70
B4	2.60	1.66	1.23
C	32.39	32.73	33.67
D	0.03	0.00	0.04
D (cash)	1.94	1.83	2.06
D (non-monetary)	4.42	5.20	2.94
No category	0.91	1.23	1.25
Total	**62.53**	**62.14**	**66.30**

Category C generated the largest share of sales in new machines sold (50.8%), followed by B3 (22%) and B1 (14.7%).

The overall value of sales grew by £4.16m (6.7%) in this period.

[42] Includes manufacturer, supplier and software machine licences.
[43] This figure does not include gaming machines manufactured by British companies and subsequently supplied overseas.
[44] Category B2 machines are predominantly supplied on a profit share or lease basis. Machines provided in this way would not appear as sales in the tables. A small number may be sold as 'no category', whereby the terminal is supplied without game software installed at the point of sale.

Gaming machine terminals software sales[45]

Table 29: Software sales for machines

Machine category	Apr 2014 Mar 2015	Apr 2015 Mar 2016	Apr 2016 Mar 2017
B1	0.00	0.00	0.00
B2	0.00	0.00	0.00
B3	1.46	3.58	4.12
B3A	0.04	0.37	1.35
B4	0.09	0.20	0.59
C	3.99	2.14	1.99
D	0.00	0.00	0.00
D (cash)	0.04	0.04	0.05
D (non-monetary)	0.05	0.08	0.01
No category	0.06	0.03	0.01
Total	**5.72**	**6.44**	**8.12**

Category B3 generated the largest share of software sales for machines (50.7%), followed by Category C (24.5%).

[45]A software sale is the supply of gaming machine content separately to the physical box for upgrade or new game where a fee is applicable.

Appendix 3 – Gaming machine categorisation

Gaming machines (fruit machines, slot machines) are categorised on the basis of the maximum stake and maximum prize available.

Table 30: Gaming machine categorisation

Machine Category	Maximum stake	Maximum prize
B1	£5	£10,000[46]
B2	£100	£500
B3	£2	£500
B3A	£2	£500
B4	£2	£400
C	£1	£100
D non-money prize (other than crane grab machine or a coin pusher or penny falls machine)	30p	£8
D non-money prize (crane grab machine)	£1	£50
D money prize (other than a coin pusher or penny falls machine)	10p	£5
D combined money and non-money prize (other than coin pusher or penny falls machines)	10p	£8 (of which no more than £5 may be a money prize)
D combined money and non-money prize (coin pusher or penny falls machines)	20p	£20 (of which no more than £10 may be a money prize)

The Gambling Commission licenses machines at casinos, betting premises and tracks occupied by pool betting, bingo premises, AGCs and licensed FECs. Machines in all other venues are licensed, or permitted, by local authorities. Each premises is entitled to operate a certain category and quantity of gaming machines, dependent on its premises type.

Table 31: Machine category entitlement[47]

Premises	Machine category						
	A	B1	B2	B3	B4	C	D
Large casino (machine/table ratio of 5-1 up to maximum)		Maximum of 150 machines any combination of machines in categories B to D (except B3A machines), within a total limit of 150 (subject to machine/table ratio)					
Small casino (machine/table ratio of 2-1 up to maximum)		Maximum of 80 machines any combination of machines in categories B to D (except B3A machines), within a total limit of 80 (subject to machine/table ratio)					
Pre-2005 Act casino (no machine/table ratio)		Maximum of 20 machines any combination of machines in categories B to D (except B3A machines), or any number of C or D machines instead					
Betting premises and tracks occupied by pool betting			Maximum of 4 machines categories B2 to D (except B3A machines),				
Bingo premises				Maximum of 20% of the totat number of gaming machines which are available for use on the premises catergories B3 or B4		No limit on category C or D machines	
Adult gaming centre				Maximum of 20% of the totat number of gaming machines which are available for use on the premises catergories B3 or B4		No limit on category C or D machines	
Family entertainment centre (licensed)						No limit on category C or D machines	
Family entertainment centre (with permit)							No limit on category D machines
Clubs or miners welfare institute (with permits)					Maximum of 3 machines in categories B3A or B4 to D		
Qualifying alcohol licensed premises						1 or 2 machines of category C or D automatic upon notification	
Qualifying alcohol licensed premises (with licensed premises gaming machine permit)						Number of category C-D machines as specified on permit	
Travelling fair							No limit on category D machines

[46] With the option of a maximum £20,000 linked progressive jackpot on a premises basis only.

[47] Further information on machine entitlement can be seen in the Commission's Guidance to licensing authorities (Appendix A).

Appendix 4 – Terminology

Account – an account represents an entity (for example, public limited company, limited company, partnership, individual) that holds an operating licence.

Adult gaming centre (AGC) – an arcade comprising a limited number of B3 and B4 machines and an unlimited number of category C and D machines. No one under the age of 18 is allowed to enter.

Betting exchange – also known as a 'betting intermediary' means a person who provides a service designed to facilitate the making or acceptance of bets between others.

Breaches of self-exclusion – includes the number of times any self-excluded customer has attempted to gain access to operators' facilities, attempted to gamble, or actually gambled. It is not limited to an attempt to gamble, and includes attempts to enter premises or access online gambling facilities.

Casino drop and win data – is provided voluntarily by casinos (licensed by the Commission) on a monthly basis, and shows the amount of money exchanged for chips in a casino (drop) and the amount retained by the casino (win).

External lottery manager (ELM) – a person or body that makes arrangements for a lottery on behalf of a society or Local Authority of which they are not a member officer or employee. A society or Local Authority may employ an ELM to promote all or some of its lottery.

Family entertainment centre (FEC) – an arcade comprising unlimited category C and D machines. Under 18s are allowed in FECs but not into the area offering category C machines.

Gross gambling yield (GGY) – the amount retained by operators after the payment of winnings but before the deduction of the costs of the operation.

Licence – an account may incorporate one or more licences. There are three types of licence that an operator account can hold and these are non-remote, remote and ancillary.

Licensed activity – a licensed operator may be authorised to carry out one or more licensed activity. A licensed activity is the actual type of gambling function permitted through an operating licence in a particular sector such as bingo or a lottery.

Numbers – is the term used to capture virtual content and lotto style games such as '49'.

Pool betting – is wagering where the winnings are determined with reference to the total stakes placed on that event.

Proprietary GGY – GGY retained by remote operators which is not subject to a revenue share agreement (ie is completely retained by the individual operator).

Regulatory returns – a means of collecting a range of information from licence holders within the gambling industry in order to monitor compliance with gambling legislation, regulations and the licence conditions and codes of practice, and to inform the Commission's understanding of the industry.

Remote – remote gambling is defined by the Gambling Act 2005 as gambling in which persons participate by the use of remote communication including: the internet, telephone, television, radio and any other kind of electronic or other technology for facilitating communication.

Revenue share GGY – revenue share is defined as GGY which is subject to a contractual arrangement to be shared between two or more Commission licensed operators.

Sector – there are six industry licensed sectors regulated by the Commission – arcades and gaming machines, betting, bingo, casinos, lotteries and remote and gambling software (which includes remote betting, bingo and casinos).

Self-exclusion – is an agreement between an individual and an operator whereby the operator takes all reasonable steps to refuse services or to otherwise prevent an individual from participating in gambling at their premises or by using their facilities. The minimum period of self-exclusion is six months.

Turnover – the amount accrued through the sale of their product (bingo book/betting slip/lottery ticket/software etc) before winnings and overheads/expenses are deducted.

GAMBLING
COMMISSION

making gambling fairer and safer

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