

GambleAware

Minutes of the Board of Trustees' meeting

DATE	Thursday 18 June 2020
TIME	10.00am – 12.30pm
VENUE	Virtual zoom

PRESENT	INITIALS	NOTES
Sian Griffiths	SG	Trustee
Michelle Highman	MH	Trustee
Kate Lampard	KL	Trustee / Chair
Rachel Pearce	RP	Trustee
Marcantonio Spada	MS	Trustee (items 1 to 7b only)
IN ATTENDANCE		
Alison Clare	AC	Director of Research & Evaluation (Interim) (items 1-11 only)
Marc Etches	MWE	Chief Executive
Jameela Khan	JK	Chief Finance and Corporate Services Officer (Interim)
John McCracken	JM	Director of Commissioning (treatment services) (items 1-11 only)
Charlie Napier	CN	Atlas Partners observer (items 1-11 only)
Tom Oldfield	TO	DCMS observer (items 1-11 only)
Zoe Osmond	ZO	Director of Communications & Engagement (Interim) (items 1-11 only)
Robin Price	RP	Finance Consultant (items 1-11 only)
Jane Rigbye	JR	Director of Education (items 1-11 only)
Natalie Simpson	NS	Company Secretary (minutes) (items 1-11 only)
APOLOGIES		
Saffron Cordery	SC	Trustee
Anthony Kessel	AK	Trustee
Paul Simpson	PS	Trustee

1. Welcome and apologies

KL welcomed everyone to the meeting.

Apologies were received from SC, AK and PS.

2. Declarations of interest

There were no declarations of interest, beyond those already recorded.

3. Minutes of meetings – 12 March 2020 and 8 April 2020

The minutes of the Board of trustees' meetings held on 12 March 2020 and 8 April 2020 were approved as a true and accurate record.

4. Matters arising

Charity Governance Code

- **Action:** Trustees who have not yet completed the Charity Governance Code self-assessment tool were reminded to do so.

Trustee email addresses

- **It was agreed** that trustees would move to using GambleAware email addresses for all GambleAware correspondence as this is best practice for secure emails (rather than using work or personal emails).

Other matters arising are complete or discussed later in the agenda.

5. GambleAware

a. Chief Executive's report

Matters for information

- **Strategy 2021-26** - it was noted that work is getting underway to outline a new 5-year strategy. Organisational design consultation and Board evaluation will be undertaken in autumn to inform and to respond to the development of the strategy.

Trustees and personnel

- **Trustee appointments** - SG and AK have reached the end of their first three-year term on the Education & Treatment Committee and were **re-elected for a second (and final) three-year term**.
- **It was agreed** that MH will become the Chair of the Finance, Administration and Remuneration Committee.
- MH will also join the internal Equality, Diversity and Inclusion working group, which has been set up to consider how GambleAware works as an organisation internally, how commissioning is undertaken and trustee/staff recruitment. Terms of Reference will be agreed shortly.

Special resolution to amend charitable purpose in the Articles

- In order to accurately express all of the charity's purposes, **Trustees passed a special resolution to change the charitable objects** to the following:

a) The advancement of education aimed at preventing gambling harms for the benefit of the public in Great Britain, in particular young people and those who are most vulnerable, by carrying out research, by providing advice and information, by raising awareness, and by making grants; and,

b) Working to keep people in Great Britain safe from gambling harms through the application of a public health model based on three levels of prevention: primary – universal promotion of a safer environment; secondary – selective intervention for those who may be 'at risk'; and, tertiary – direct support for those directly or indirectly affected by gambling disorder, by carrying out research, by providing advice and information, by raising awareness, and by making grants for the provision of effective treatment, interventions and support.

It was agreed that the special resolution would be passed without trustee signatures, due to the Board being unable to meet in person during the COVID-19 pandemic. The Charity Commission is in agreement with this process.

Policy decisions

- **Conflict of interest policy:** The updated policy was approved, subject to a minor amendment.

b. Safeguarding matters

The update on safeguarding procedures and activity was received as presented.

c. Corporate Services update

Trustees welcomed the update on corporate services.

The number of staff wellbeing initiatives and the internal team training learning and development sessions were welcomed.

Progress on the procurement and commissioning protocol/guidance was noted and trustees suggested that the ability to terminate agreements if required for any reason is tightened as necessary.

6. Response to COVID-19

a. Risk assessment

The formal risk assessment regarding a return to office-based working within the constraints of the COVID-19 pandemic was discussed.

Suggestions from trustees included:

- Consider having policies/support for new/junior member of staff who may miss out on learnings from colleagues
- Investigate learnings with respect to motivation, productivity and wellbeing from other organisations with longer-term experience of home working
- Consider a risk assessment for home working and encourage staff to take regular breaks to balance the intensity of working from home.

It was agreed that staff will continue to work from home until the September Board meeting, unless government advice changes before that time, in which case trustees will review the situation in line with government recommendations.

A second full risk assessment with respect to return to work from the London office will be undertaken and brought to trustees at the September Board meeting.

b. HR policy review

The updated flexible working policy, taking into account current working from home arrangements and the possibility that it is likely to become more important in the future in light of COVID-19, **was agreed**, subject to a minor amendment.

Trustees also agreed a temporary COVID-19 policy, which was created to temporarily change some policies due to the current situation. GambleAware will provide an allowance of £200 to each employee to support an effective and comfortable working from home environment.

7. Financials

a. Budget 2020/21

The budget 2020/21 paper was discussed and JK and RP were thanked for their work.

Trustees approved the updated budget for the 12 months to 31 March 2021. This includes an additional investment of £3.5 million for Research, Commissioning and Treatment projects and an additional £973k for Campaign and Communication. Trustees agreed the recommendations of the Research & Evaluation Committee with regard to strategic priorities in terms of research and evaluation.

Action: Management to undertake scenario planning for the coming 12 months and the Strategy 2021-26.

b. Fundraising

The fundraising paper was received as presented and trustees welcomed the recent four-year pledge from the Betting and Gaming Council of up to £100 million to fund treatment services for people experiencing gambling harms.

MS left the meeting.

8. Commissioning update – research, prevention, treatment & communications

The update was received as presented.

Treatment - Trustees reconfirmed the Board's decision to proceed to extend the existing GamCare funding agreements, subject to sufficient funds and agreement about the decision-making process, including who ought to be involved.

9. Communications & Engagement

a. National Gambling Treatment Service (NGTS) campaign

Progress to date and the case for further investment for the NGTS campaign was noted.

Trustees approved £500,000 funding for an additional burst of activity for the NGTS campaign to signpost those in need to help for gambling disorder, with additional funds of **up to a further £600,000** for a second burst later in the year, subject to ongoing campaign evaluation.

b. Safer Gambling Campaign (SGC) Board – 5 May 2020

The SGC Board minutes were noted. Funding pledges of £3.8 million have been received with Betting and Gaming Council support.

10. Stakeholder activity

DCMS noted the various reports due to be published by Government shortly, which will feed into the imminent review of the Gambling Act. The DCMS Select Committee will publish a call for evidence into lootboxes in the summer.

GambleAware will submit a sector-wide update on COVID-19 tomorrow to the DCMS Select Committee, following the call for evidence. This will be shared with trustees and TO.

11. Any other business

None.

12. Trustee discussion – HR update

Observers and the management team, with the exception of MWE and JK, left the meeting.

A note on this item is available from MWE.