

# GambleAware

## Minutes of the Education & Treatment Committee

<b>DATE</b>	Wednesday 3 April 2019
<b>TIME</b>	10.30am to 1.30pm
<b>VENUE</b>	The Linnean Society, Burlington House, Piccadilly, London, W1J 0BF

<b>PRESENT</b>	<b>INITIALS</b>	<b>NOTES</b>
Sian Griffiths	SG	Trustee (Chair)
Anthony Kessel	AK	Trustee
Michelle Highman	MH	Trustee
<b>IN ATTENDANCE</b>		
Rachel Redwood	RR	DCMS Observer
Simon Tanner	ST	RGSB Observer
Marc Etches	MWE	Chief Executive
John McCracken	JM	Director of Commissioning
Jane Rigbye	JR	Director of Education
Ruth Champion	RC	Commissioning Manager
Justyn Larcombe	JL	GambleAware Consultant
Iain Corby	IC	Deputy Chief Executive
Zoe Osmond	ZO	GambleAware Consultant
Helen Owen	HO	GambleAware Consultant
<b>APOLOGIES</b>		
Marcantonio Spada	MS	Trustee
Rachel Pearce	RP	Trustee
Joanne Higgs	JH	Gambling Commission Observer

## **1. Welcome**

SG welcomed the Committee and Observers.

## **2. Apologies and Declarations of interest**

Apologies were received from Marcantonio Spada, Joanne Higgs and Rachel Pearce.

## **3. Minutes of the previous meeting**

Minutes of the meeting held on 16 January 2019 were agreed subject to further detail on the GamCare discussion being added.

**ACTION: MH/JM/JR to amend Item 10 prior to publication.**

## **4. Matters arising**

None

## **5. Engagement (Advertising and Promotion)**

### **Safer Gambling Campaign**

IC and ZO updated on the Safer Gambling Campaign – Bet Regret

MWE has requested to meet the minister to update her on GambleAware 2018/19 fundraising generally and funding for the campaign specifically

MWE confirmed that ZO is now going to own and deliver fundraising and partnerships

**ACTION – Draft Safer Gambling Campaign Board minutes to be circulated to the E&T Committee after each SGC Board meeting**

### **Aberdeen**

A paper summarising the results of the experiment to promote the National Gambling Helpline and Netline was presented by HO.

The Committee agreed to ST's recommendation that a more formal communications model to promote treatment services should be developed. SG asked that this integrated with other activities, including the Safer Gambling Campaign. MH asked for this to be undertaken within 2-3 months.

### **Love the Game**

The paper by HO on the results of this initiative was noted.

## **6. Treatment Activity Update**

cCBT ITT for software contract has closed

JM reported that the GambleAware Board has agreed 10% uplift in funding for the GamCare Network to address lengthy travel times to services. GamCare is considering the allocation across the partner network

MWE gave feedback from a roundtable attended by three Secretaries of State (Health, Education and Culture) and two ministers. DHSC are due to produce a minute of the meeting. RR agreed the DHSC and DCMS working group provided a good forum for progress.

JM explained emerging thinking that favours upskilling the wider workforce in larger NHS trusts to handle gambling as a secondary diagnosis and refer to specialist clinics. JM is discussing opportunities with BACP. "Ten ways to improve safety" had been developed by the National Confidential Inquiry into Suicide & Safety in Mental Health and it would be worth exploring whether there were lessons that could be learned from them in relation to problem gambling.

Current plans are for the Leeds clinic to open formally in September, but outreach services will be operational in advance of that.

Wales uplift – GamCare are discussing with existing services to develop an all-Wales service, better integrated into NHS Wales and local statutory services. JM had met DsPH in Wales, who had been tasked by CMO to work with GambleAware to develop a Welsh model for specialist care.

RCPsych Addiction Faculty in Scotland has introduced us to Edinburgh based psychiatrists who were interested in adding gambling to their existing addiction services.

RR said minister keen on working with GPs.

On a visit to Leeds to meet the team setting up the new clinic, Neil MacArthur had said that the Gambling Commission could explore with operators how to use data to help identify at-risk customers who might benefit from treatment. MWE explained that GambleAware's new data repository could assist with this process.

JR and JM explained how adding referrals for gambling treatment to GP desktop software would make it more accessible, so this would be explored further.

AK asked about professional awareness. JR responded that RSPH has developed e-learning (but GPs find it too long). The Substance Misuse for Good Practice team may adapt this to meet GP needs and roll out via RCGP. Building on leaflet distribution across Welsh GP practices, their nurses are now to be given information directly as well. AK suggested it would be helpful if Helen Stokes-Lampard was being supportive, given the competition from other special interest groups for GP attention.

## **7. Treatment Activity Data**

JM presented latest metrics on treatment services.

**ACTION Separate figures for helpline and NetLine**

## **8. National Gambling Helpline: additional capacity**

JM reported that this paper followed discussion at the trustee to trustee meeting. The Committee approved the additional expenditure on the Helpline, but wanted to revisit other aspects of the Helpline at their July meeting. MH asked for further detail on the GamCare assessment of need for extra capacity. ST asked about the nature of the contract. SG was interested in the source of the calls to help inform communications activities.

**ACTION – JM to report how many staff do they have now? What is the uplift?**

The Committee discussed the opening hours of the Helpline / Netline. Midnight – 8am historically saw a low level of activity, and a voicemail currently offers crisis support via the Samaritans.

**ACTION JM to investigate 24/7 provision, particularly considering Netline.**

**ACTION – July meeting to consider a proposal from JM for a procurement strategy for treatment services as current grant agreements expire.**

**9. Peer support proposal**

BetKnowMore – a proposal to systematise this model of peer support was approved.

**10. Education Activity Update**

JR reminded the Committee of the budget approved for Education.

An education manager and officer (maternity cover) have been recruited.

The national Citizens Advice team have been informed that Newport Citizens Advice will not be continuing to offer the gambling support service so will be running a procurement process for a northern and southern supplier amongst other Citizens Advice services in Wales.

Banks continue to seek advice on transaction blocking, and the PFRC continues to develop advice.

**ACTION – JR to share advice with DCMS**

The Committee noted and welcomed that gambling is now in PSHE curriculum within the context of risk and resilience.

ST asked about the process for reporting back on how money is being spent on larger budget items. JR reported that a new programme management function is being implemented. AK was unsighted on the evaluation of education projects.

**11. ClearView Research**

The project generated the lived experience of hard to reach groups to supplement work by RSPH with the general population. The report has not yet reflected the output from the activities of the research team effectively. The Committee discussed the quality of the report and what constructive feedback could be offered to the supplier.

**AGREED – additional funding of £5k to improve the accessibility of the report's findings.**

**12. Military project development**

JL updated the Committee on progress with developing a strategy for harm prevention in the military community, building on the project delivered by Epic 2016-18.

A number of new contacts were suggested by Committee members.

**13. Website development update**

JR reminded the committee that the website is being redeveloped, and digital marketing will be augmented with social listening to drive improved performance.

**14. Any other business**

AK will meet Chris Whitty on Tuesday to discuss NIHR commissioning.

MWE new national strategy will be published on 25 April; it will focus on Prevention and Treatment and the Committee may wish to review its name after publication of the new strategy.

**15. Report of meeting with GamCare trustees**

The Committee was asked to note a report of a meeting between trustees from GambleAware and GamCare

### **Summary of action points**

<b>Item</b>	<b>Agenda Description</b>	<b>Action</b>	<b>Status</b>	<b>Owner</b>
3	Minutes	Amend item 10	Complete	JMC
5	Engagement (Advertising and Promotion)	Circulate SGC Board minutes to E&TC	Complete	ZO
7	Treatment Activity Data	Publish figures for helpline and netline separately	Ongoing	RC
8	National Gambling Helpline: Additional Capacity	Explore current capacity and uplift proposal creates Consider 24/7 provision JMC to present procurement strategy	Complete Agreed by Board On agenda	JMC
10	Education Activity Update	JR to share PFRC advice with DCMS	Ongoing	JR