

GambleAware

Minutes of the Education & Treatment Committee

DATE	Thursday 30 January 2020
TIME	10.30am to 1.30pm
VENUE	GambleAware, Pennine Place, 2a Charing Cross Road, London, WC2H 0HP

PRESENT	INITIALS	NOTES
Siân Griffiths	SG	Trustee (Chair)
Anthony Kessel	AK	Trustee
Michelle Highman	MH	Trustee
IN ATTENDANCE		
Marc Etches	MWE	Chief Executive
Jane Rigbye	JR	Director of Education
John McCracken	JMc	Director of Commissioning (treatment services)
Ruth Champion	RC	Commissioning Manager
Zoe Osmond	ZO	Director of Communications and Engagement (Interim)
Zoe Blood	ZB	Education Officer
Jennifer Denchie	JD	Education Officer (minutes)
Alison Clare	AC	Director of Research (Interim)
Simon Smith	SS	Education Manager
Kieran Seale	KS	Verita (Item 5 only)
Bethany Simon	BS	Verita (Item 5 only)
Anna Hemmings	AH	GamCare (Item 7 only)
Mary Miller	MM	DCMS Observer
APOLOGIES		
Joanne Higgs	JH	Gambling Commission Observer
Rachel Pearce	RP	Trustee
Marcantonio Spada	MS	Trustee
Simon Tanner	ST	RGSB Observer

1. Welcome apologies

SG welcomed the committee. Apologies were received from JH, RP, MS and ST.

2. Declarations of interest

No declarations of interest were made.

3. Minutes of meeting

Minutes of the meeting held on 16 October 2019 were agreed.

4. Matters arising

All matters arising to be discussed under agenda items.

TREATMENT

5. Verita

Verita presented findings from their recent report, with a focus on the recommendations for action. Trustees agreed to work through JMc to address the recommendations.

ACTION: JMc and RC to continue discussions the next quarterly review in February 2020 and report back to ETC in May 2020.

ACTION: JMc to discuss the issue of incident reporting with National Gambling Treatment Service (NGTS) providers to promote consistent practice.

6. GMA funding

RC presented the paper on GMA funding.

Trustees approved the proposal to increase funding for stabilisation and to expand activity. This includes a top-up to the existing contract to fund new and existing posts and website development. The Board of Trustees will consider require further information to assess the value for money and quality before the remainder of the funds are released.

ACTION: JMc to seek ratification from the full Board

7. GamCare update

AH was invited to update the committee on the annual progress of the key initiatives that GambleAware commissioned in 2019.

Leeds community gambling hub

AH reported that this project is going well and GamCare have established a good relationship with the NHS, they meet regularly to discuss engagement. So far, 200 staff have been trained and engagement with community groups and the council has been good. AH will provide feedback on what is going well to the Leeds colleagues and this will also be evidenced to the Board. North East Council on Addictions (NECA) have been awarded 'outstanding' achievement from the CQC.

ACTION: AH to provide JMc with evidence of the positive work taking place at Leeds to present to the Board.

Moving to a 24/7 helpline model

AH reported that the helpline activity continued to grow since moving to a 24-hour service. There has been an acceleration of overall traffic in Q3 and an increase in number of target calls. The level of night-time activity is lower than in the day., Night-time activity is 2/3 live chat. There is now a wider busy window period and GamCare have been able to match staff to accommodate these busier times. Facilitated referrals to treatment were also increasing. GamCare are moving to omnichannel support with a wider range of interfaces e.g. twitter.

ACTION: AH to provide JMc with figures of their facilitated referrals to treatment.

Computerised Cognitive Behavioural Therapy (cCBT)

GamCare went live with cCBT in November 2019 with a soft launch and it has proven to be popular. Procedures are in place to accommodate anyone who raises a safeguarding concern. The research team will be supporting the evaluation of the programme.

NGTS Campaign

With the NGTS campaign launching Monday 3 February 2020, GambleAware and GamCare have agreed to remain in communication regarding managing demand against capacity.

Increased quality assurance

AH provided information about improved QA processes

Other

GamCare have developed a transfer service for gambling operators, this is also in place for GamStop and Multi-operator self-exclusion scheme (MOSES), the teams have been trained and this is going well.

AH is thinking about longer-term funding as we are entering the final year of the grant agreement. This will be discussed at the next GambleAware Board meeting on 12 March 2020.

ACTION: JMc to update the Board on the increased activity of the helpline, raise importance of considering integration across services and to also consider sustainability over a longer period at the Trustee Away Day.

8. Treatment update

JMc presented the Treatment update.

JMc updated the committee on his meeting with the Department of Health and Social Care (DHSC) and sent a brief note to Claire Murdoch, National Mental Health Director for NHS England clarifying the MoU between GambleAware and DHSC.

JMc informed the Committee that Tony Carpenter has joined GambleAware to explore commissioning residential rehabilitation for people experiencing co-morbidities and complex mental health issues and to investigate the potential for an intensive, shorter term treatment service.

Data from the treatment sector will be provided for Public Health England's review of gambling harms due to be published around June 2020.

ACTION: JMc to provide an update to the Committee on the status of the exploration work into residential treatment options at the next ETC meeting in May 2020.

9. PCGS proposal

JMc presented the paper on the Primary Care Gambling Service.

Trustees agreed in principle to fund the creation of a Competency Framework for Primary Care addressing problem gambling based on a revised proposal which makes clear key outputs. GambleAware will provide regular updates to the Committee and full Board as the project develops.

ACTION: JD and RC to collaborate and create a project initiation documentation.

ACTION: JMc to invite Clare Gerada to next Education & Treatment Committee meeting on 7 May 2020.

10. CQC

Trustees agreed to approve the costed proposals from the CQC and fund this provision via GambleAware's existing resources, seeking further approval from the Board of Trustees.

ACTION: JMc to take ETC recommendations to the Board.

11. Correspondence from Gambling with Lives

The paper was noted as read, and the contents of the letter was acknowledged by Trustees.

12. Treatment in Custodial Settings

JMc presented this paper to the Committee for information as trustees had already given approval for treatment work for gambling problems to commence in Surrey prisons and GambleAware's research team will be engaging with staff at CNWL on the project to enhance its evaluation.

Trustees approved continuing engagement with organisations Inclusion and Forward Trust to develop an initiative on gambling treatment in prisons, where they currently provide healthcare.

Trustees approved working in collaboration with Addiction Recovery Agency to engage prisons in Wales and to develop proposals for gambling treatment there.

Trustees approved the involvement of GambleAware's research team in coordinating a robust evaluation across initiatives.

ENGAGEMENT (ADVERTISING & PROMOTION)

13. NGTS Campaign

ZO provided the Committee with a verbal update on the NGTS campaign which launches on Monday 3 February 2020. It is available to view online at: begambleaware.org/NGTS.

The Committee discussed the need for a pathway to illustrate where all the initiatives fit, mapping out website development and treatment and prevention services across primary, secondary and tertiary levels.

14. Safer Gambling Campaign update

ZO provided the Committee with a verbal update on the Safer Gambling Campaign.

Scoping exercises have started on the subject of 'women and gambling'.

15. Website update

The paper was provided by ZB for information.

Trustees noted the key phases of activity within GambleAware's website development and merge project. Trustees are to remain engaged.

ACTION: ZO to provide updated timings and plan for the Board of Trustees.

ACTION: ZO to provide a demo at the next Board meeting and demonstrate the progress made and direction of travel.

PREVENTION

16. Prevention update

JR provided an update to the Committee on Prevention activity for information.

GambleAware has commissioned a new service Citizen's Advice Scotland, which will begin delivery in 2020.

17. Red Card update

The paper was noted as read.

18. Citizen's Advice – delivery to date and future plans

JR presented this update on Citizen's Advice (CA).

Trustees recognised that conversations re: a co-production model and scaling this project up into a longer-term, 5-year model are needed.

Trustees approved an invitation for CA to submit a proposal for continuation of this work as the project comes to an end in December 2020 to ensure no break in provision. GambleAware are to provide CA with a brief and provide input on what this brief should look like.

An evaluation is planned.

ACTION: Trustees to discuss and agree single tender process with full Board in relation to the CA project in due course.

19. Evaluation Processes

This paper was presented by AC and was noted as read.

The Evaluation protocol is available at:

<https://about.gambleaware.org/media/2093/gambleaware-evaluation-protocol-final.pdf>

20. Any other business

GambleAware will hold its Trustee Away Day on Tuesday 4 February 2020.