

Briefing note - RSGB

Tuesday 26 January 2016

- **RGT Corporate**

Neil Goulden – RGT has announced that Neil Goulden (RGT Chairman) is to step down as a trustee. A recruitment process is underway and being led by Professor Jo Wolff, RGT's senior independent trustee. It is expected that a new Chairperson will be appointed by the end of April.

Chris Brady (independent trustee) – Chris has recently been appointed as one of four Independent Non-Council Commissioners on the FA's Regulatory Authority, which performs the regulatory, disciplinary and rule making functions in relation to the game of association football in England. Apparently, Chris's role as an RGT trustee was a positive consideration in the FA making the appointment.

Management personnel – RGT is recruiting an additional full time 'research assistant' to further support the Director of Commissioning. RGT currently employs 6.2 full-time equivalent (FTE) staff members. This includes a research assistant who is restricted to one day a week due to his PhD arrangements. Original plans had considered employing two full-time research assistants taking the FTE to seven but trustees have agreed to an increase to 7.2 FTEs.

RGSB strategy consultation - RGT trustees published its response to the RGSB strategy consultation together with a covering letter on the RGT website on 16th December. RGT is working with RGSB to assess the expectations of RGT activity that arises from the current draft, and will attempt to identify outline costs and a timetable. In the meantime, RGT trustees are reviewing its own five-year strategy, which is expected to be substantially aligned with RGSB's proposed strategy and will be published by the end of March 2016.

RGT Conference, 2015 - RGT held its third annual conference last December at the King's Fund. The feedback received has been excellent and planning for next year's event is underway. The intention is to extend the event to span two-days and to cover research, prevention and treatment. The King's Fund has been booked for 7th and 8th December 2016.

- **Fundraising**

- Current fundraising total: **£5.46m** (£5.11m – 2014/15)
- Number of companies that have donated: **1,062** (845 – 2014/15)
- Outstanding donations/pledges expected from top 21 donors amount to **£1.3m**

- MWE is representing RGT on the fundraising trek to Mount Kilimanjaro (3-14 February 2016). There are a total of 30 participants and the expectation is that it will raise between £50,000 and £75,000. The next trek will be to Machu Pichu in October 2016

- **Treatment and harm minimisation funding**

Data Reporting Framework - A consultation exercise was undertaken during November 2015 with all RGT-funded treatment providers, to review the implementation of the Data Reporting Framework (DRF) since April 2015, and to give providers an opportunity to make recommendations for change. The draft report is available on request. The RGT Treatment Panel have reviewed the report focussing particularly on the recommended actions. Once finalised, this report will be distributed to providers and published on our website. All treatment providers have now submitted DRF data for the six months April to September 2015.

Contract Performance Review – RGT is currently undertaking performance review meetings with each of three main treatment providers. The first of these was carried out with GamCare in December 2015, and a full report is currently being drafted. The RGT Treatment Panel will have sight of this for comment when it is ready. RGT and GamCare trustees will meet to receive and discuss the first review and first six months of DRF data in February/March 2016.

Pathways and Tiered Care Scoping Work - The RGT treatment pathways project being undertaken by Annette Dale-Perera (independent trustee) is progressing well and is on track to deliver on time and with good 'buy in' from RGT commissioned treatment providers. Actions to date comprise:

- A consultation has been held at a meeting of the key providers and some GamCare partners (National Clinician's Network Forum). Support for the pathways project was good. Extensive feedback was given on the tiers and pathways approach - and there was general support to establish more of a commissioned system with geographic reach and interventions to meet a range of needs.
- Individual meetings have also been held with Gordon Moody, CNWL NHS FT and GamCare. All three core providers have given data on their services and their pathways. All core services have also provided data on numbers in treatment, retention and outcomes. At interviews, implementation of a simple screening or triage (pre assessment) of service users in relation to severity of dependence, complexity and assets at first contact to enable a consistent approach to recommending a low, medium and high intensity treatment or brief intervention pathway, was explored. Good support was gained around the co-production of a triage tool and implementation of a tool.
- Discussion with the two community providers have illustrated that a range of interventions are actually being delivered - ranging from assessment and brief intervention, to a range of talking therapies, and a range of particular interventions for complex service users and to meet different service user groups. These innovations are creative and often responding to service user (or their families) needs. Similarly, the residential provider has diversified in an innovative 'brief respite care model for women.
- Information has been provided from all the core providers on throughput through treatment and outcomes. Some data on GamCare subcontractors has also been provided.

Annette aims to speak with a range of GamCare partners to gather their views and more detailed information on what they actually provide. A draft report will be written and some preliminary conclusions discussed with core partners during a specially convened meeting. A final report will be produced for mid-February 2016.

Service procurement 2017-2020 - Current treatment service contracts with CNWL, Gordon Moody and GamCare expire in March 2017. RGT are working to specify a procurement process which will begin in April 2016. The aim is to have made decisions about what will be procured by September 2016, to allow sufficient time for services to prepare for any changes which may result from this process. The work currently being undertaken by Annette Dale-Perera will feed in to this process, as will an analysis of the DRF data.

Gordon Moody Association – Women’s Pilot - In November 2015, RGT was notified by Gordon Moody association (GMA) of an expected underspend of circa £50,000 on the grant issued by RGT for post-residential counselling during 2014-17. RGT trustees have agreed, following a recommendation by the RGT Treatment Panel, to repurpose that amount of the grant to further support the ‘women’s residential service’ pilot being run by GMA. The DRF data indicates the pilot is a success and GMA report currently having to turn women away due to high demand. The repurposing should allow GMA to continue the provision and offer at least two more cohorts of ten women during 2016/17.

GambleAware – In December, RGT piloted search-engine optimisation (SEO) and pay-per-click advertising (PPC) activity to inform discussions at the next GambleAware Advisory Panel meeting (19th January). Also, RGT will be testing the use of perimeter advertising at 20 sports fixtures to televised ‘live’ by Sky Sports during 2016, each with an estimated 400,000 – 800,000 viewers.

Department of Health (DoH) – Following RGT’s ‘public health seminar’ last September, and in advance of the Minister attending RGT’s conference in December, RGT provided the DCMS with a briefing paper setting out what RGT currently funds in relation to treatment and how support for those suffering with gambling-related harm might be enhanced across the wider public health community. Subsequently, RGT has been invited to attend a meeting between the DoH and DCMS on ‘problem gambling’ to be held on 27th January at the DoH. Other invitees are GamCare, the Royal College of Psychiatrists and Simon Tanner of the RGSB.

Harm Minimisation Project Funding - RGT agreed in November to fund the following five harm minimisation projects. Contracts have now been signed and the projects are underway.

- **University of Lincoln/NatCen**

- Target group: **Homeless**

- This project seeks to address the lack of understanding of the nature of the relationship between gambling and homelessness. The bidders aim to develop both a cognition-based gambling screen to aid in identification and recognition of gambling problems in the homeless population, and a brief cognitive intervention to minimise the gambling-related harm experienced by homeless gamblers.

- **Professional Players Federation**

- Target group: **Professional Sports Players and the general public**

The PPF seeks to ensure that sportsmen and women (typically aged from aged 16 to 35) are made aware that they are an “at risk” group and then provided with improved information on problem gambling and responsible gambling in a player friendly manner. The ultimate aim is to influence athletes’ behaviour through education and information so as to reduce the incidence of problem gambling amongst professional athletes, sign post players needing help with a problem and reduce the harm that this does to everyone affected. This will be achieved by improving the education that the player associations deliver to their athletes by using an evidence-based approach.

- **DEMOS**

Target population: **Youth**

DEMOS will design, test, and pilot an intervention in secondary schools aimed at minimising the risks associated with gambling. The pilot would target pupils in Year 10 (ages 14-15) in four secondary schools across the country. They will design lesson materials to be mapped onto existing PSHE curricula in schools and delivered by teachers. As such, the project will fit into the broader work undertaken by schools to promote the wellbeing of pupils, and prevent harmful behaviours.

- **Fast Forward**

Target Population: **Youth**

Fast Forward will develop the pilot Youth Problem Gambling Initiative into a Phase 2 of the project in year 1 (2016), and a subsequent UK-wide Phase 3 in year 2 (2017). The Phase 1 pilot project had the following aims: Help prevent the onset of at-risk gambling behaviour among young people (12-25 years); Increase access to and availability of support and treatment in existing counselling and support agencies. The objectives were: Strengthen the role of services, schools and youth agencies in addressing gambling-related issues; Increase capacity of staff to promote greater awareness of gambling-related issues among young people; Increase early detection, assessment and interventions in relation young people ‘at-risk’ of developing gambling problems; Increase the support and treatment available, in existing services, for young people with gambling problems.

- **Newport Citizens Advice Bureau (CAB)**

Target population: **General public and CAB workforce**

This project will tackle issues of problem gambling at its root through education and awareness with young people and other vulnerable groups directly and via the agencies and statutory bodies who offer help to those groups. In addition the service will provide help for individuals through a number of interventions and make referrals into other established services, should longer term in-depth support be required. The model that Newport CAB proposes integrates awareness, training and support within an advice setting.

Harm Minimisation Project Evaluation - An Invitation to Tender was published on 16th December 2015 for independent evaluation services to support four of these projects (excluding the Homelessness project which does not lend itself well to evaluation at this stage). The Harm Minimisation Project Evaluation has been reviewed by the Treatment Panel and is available on request. The budget for this evaluation work is £80,000,

which comes from the overall £1million allocated to Harm Minimisation. Professor David Parsons is acting as consultant to this evaluation procurement process, helping to design the ITT, and will be part of the review panel.

Further Harm Minimisation Invitations to Tender – RGT trustees, following a recommendation from the RGT Treatment Panel, have agreed to issue invitations to tender for additional projects in the areas of the military and the criminal justice system.

- **Research activity**

Analysis of new data-sets in gaming machine play in LBOs – The betting companies that had participated in the original research project into gaming machine behaviour in LBOs conducted by NatCen and published in December 2014 have offered to provide further current player-related data with which to commission wholly new research that may be used to compare player behaviour in the current regulatory environment. RGT has agreed with RGSB that Heather Wardle will arrange for a workshop (28th January 2016) between RGSB, the Gambling Commission and the industry (specifically machine supplier companies) to establish answers to questions relating to what ‘research questions’, how best to undertake them and what timescales may be possible.

Young people, gambling and gambling-related harm research invitation to tender (ITT) – RGT trustees have approved a budget of £200,000 in relation to an ITT approved by the RGT Research Committee. Delivery date: April 2017

Literature review of children and young people’s gambling - The RGT Research Committee agreed to commission Professor Gill Valentine at the University of Sheffield to update her 2008 literature review of children and young people’s gambling. Delivery date: February 2016.

Research governance and commissioning protocol – RGT trustees received and have agreed to the current draft of a ‘research governance and commissioning protocol’.

- **Industry engagement**

IGRG harm minimisation projects – RGT trustees have agreed to commission independent delivery and evaluation of the ‘harm minimisation’ projects initiated by IGRG and Senet, subject to appropriate governance arrangements including the involvement of both the Gambling Commission and RGSB. The budget is capped at £300,000.

Evaluation workshops – Following a successful pilot workshop held on 20th November run by Professor David Parsons, RGT is in the process of organising a further three workshops for industry participation in the first quarter of 2016. The Gambling Commission has itself arranged for Professor Parsons to deliver a similar workshop to its own staff. RGT trustees are content with the ‘evaluation protocol’ proposed by the RGSB.

Independent evaluation of ABB’s ‘player awareness system’ (PAS) – RGT is publishing an ITT in collaboration with Professor Parsons for project delivery by September 2016. The evaluation will be financed by the ABB but commissioned independently by RGT and subject to appropriate governance arrangements.

Briefing note - RSGB

Thursday 17 March 2016

- **Report of a serious incident to the Charity Commission** – Following an article published in The Times (Wednesday 17 February 2016), RGT reported to the Charity Commission what was considered to be a serious incident with serious implications for the reputations of RGT and its trustees. The article said that RGT was facing an investigation by the Charity Commission, which was untrue at that time. However, the Charity Commission did subsequently receive one or more complaints about RGT that it is assessing to determine whether a formal investigation is required. A second article, perhaps based upon the complaint/s made to the Charity Commission, was published in The Independent (20 February).

At the time of writing, the nature of the complaint/s remains unknown but is assumed to be made by Campaign for Fairer Gambling (CFFG) and is focused on RGT's relationship with bookmakers and alleged corruption relating to the commissioning of research. In accordance with reporting a serious incident, RGT has provided to the Charity Commission a detailed submission setting out the premise for RGT's research programme, the governance arrangements that exist and a detailed chronology of events leading to the commissioning of the research into Category B2 gaming machines in LBOs. The submission was shared with and reviewed by the DCMS, the Gambling Commission and RGSB.

In addition to reporting the incident to the Charity Commission, RGT refuted the claims made in both newspaper articles by publishing separate statements on its website.

- **Recruitment of Chair of Trustees** - GatenbySanderson has been engaged to manage the recruitment process for a new Chair of Trustees who will be independent of the industry. The selection panel comprises: Professor Jo Wolff (Senior Independent Trustee); Rachel Lampard (RGSB member and former Commissioner at the Gambling Commission); and, Juliet Taylor (Partner at GatenbySanderson).
- **National Responsible Gambling Strategy** - RGT trustees have given their full support for the current draft and work is underway to identify the costs and other resources that may be necessary to deliver the tasks that will be expected of RGT, and will liaise with RGSB and the Gambling Commission accordingly.
- **RGT Strategy, 2016-21** - RGT is drafting a five-year strategy that will be agreed with the newly appointed chairman before publishing it in May. The strategy will reflect and reconcile itself with the final version of the National Responsible Gambling Strategy.
- **RGT Fundraising** – RGT is confident of exceeding last year's total of £6.5million in the 12 months to 31 March 2016. As of 19 February 2016:
 - Current fundraising total: **£6.2m** (£5.46m – 2014/15)
 - Number of companies that have donated: **1,191*** (930 – 2014/15)*The current total number of licensed entities is understood to be 1,679 excluding society lotteries

The fundraising trek to Mount Kilimanjaro (3-14 February 2016) proved successful with 29 of the 30 participants reaching the summit Uhuru Peak at 5,895 metres. The expectation is that it will fund-raise in excess of £50,000. The next trek will be to Machu Pichu in October 2016.

- **Research and evaluation activity**

Recently published research:

1. Gambling and social media

Ian Wybron, Demos and Carl Miller, University of Sussex

Aim: A scoping exercise to examine the link between online communities and gambling.

The final report was published in **February 2016**.

2. Impact of B1 uplift in stakes and prizes

Professor David Forrest, University of Liverpool; Professor Ian McHale, University of Salford; Dr Heather Wardle, NatCen.

Aim: To explore what player behavioural changes have been witnessed pre and post implementation of the uplift of B1 machine prizes in British casinos in February 2014.

Industry participant: Rank Group.

The final report was published in **December 2015**.

New research activity:

3. Understanding gambling-related harm

PwC and Responsible Gambling Council (Canada)

Aim: Defining what is meant by 'gambling-related harm' and recommendations for how best to measure and account for 'gambling-related harm'.

Delivery date: January 2017.

Ongoing research and evaluation activity:

March 2016¹

4. Literature Review of Children and Young People's Gambling

Professor Gill Valentine, University of Sheffield.

Aim: To update the 2008 literature review of children and young people's gambling.

April 2016

5. Secondary analysis into B2/B3 gaming machines research published in December 2014

NatCen; Featurespace; Geofutures.

¹ Months indicate when individual research projects are expected to be delivered

Aim: To utilise the datasets that were created for the RGT machines research programme to respond to eight specific questions discussed with RGSB/RGT.

6. Statistical Analysis and Modelling of Player Event Data

Professor David Forrest, University of Liverpool; Professor Ian McHale, University of Salford.

Aim: Using currently available tracking data to learn about typical playing patterns and assess the potential for the data to be used to inform policy. Objectives of this research are: 1) assessing data; 2) aggregating data; 3) player-level analysis and modelling to study behaviour to ask a) how do players react to series of wins and losses? (b) do behavioural characteristics of individual players vary over time?
Industry participant: Rank Group.

June 2016

7. Research into problem gambling in licensed bingo premises in Britain to inform practical applications of harm minimisation

Ipsos MORI.

Aim: To identify the nature and extent of problem gambling behaviour in traditional licenced bingo retail operations in Great Britain.

Industry participant: The Bingo Association.

July 2016

8. A scoping investigation of eye-tracking in Electronic Gaming Machine play in bookmakers

Professor Robert Rogers, University of Bangor.

Aim: Using 'eye-tracking' technology to explore how people use EGMs in betting shop environments and how they respond to responsible gambling (Player Protection) messages. This is a scoping exercise in a relatively small number of players to explore preliminary hypotheses and assess the potential benefits of larger scale studies.

Industry participants: William Hill, Ladbrokes, Coral and BetFred.

September 2016

9. Digital Ethnography in the Data Mine: Application of 'ethno-mining' to describe, understand and mitigate potentially harmful behaviour in remote sports betting

Dr Jonathan Parke, Sophro; Dr Adrian Parke, University of Lincoln; Dr Heather Wardle.

Aim: To maximise industry-held data by providing additional qualitative contextual analysis. Individual case evaluations will be conducted using individual data to observe for, and describe, behavioural trends of online sports betting problem gambling.

Industry participant: UniBet.

October 2016

10. Follow up to NatCen loyalty card customer survey

Liz Fuller, NatCen and Dr Heather Wardle.

Aim: To conduct a follow up survey with participants who held a loyalty card with a bookmaker and took part in a survey about machine play and wider gambling activities in 2014. This research will explore patterns in behaviour over time by linking them back to characteristics and behaviours observed in the data collected in the original survey.

Delivery date: October 2016.

N.B. NatCen invited other researchers to submit questions to the latest survey and there was a single proposal, which RGT and NatCen have deemed acceptable. NatCen will also use the survey to address the following policy gaps, which were identified by RGSB and agreed by the RGT Research Committee: PG trajectories and measuring harm; Machine messaging; Customer interaction; Drinking and smoking habits and well-being; Changes in gambling behaviour in the past 12 months.

December 2016

11. Research to inform practical applications of harm minimisation for remote gambling operators serving British customers

PwC; Responsible Gambling Council (Canada).

Aim: Building on the gaming machines research of 2014, to explore the potential usefulness of industry-held data and behavioural analytics in the remote gambling sector, primarily to indicate markers and patterns of harmful or risky behaviour, and then to recommend best ways to mitigate against such risks and harms.

Industry participants: Bet365, Ladbrokes, Coral, William Hill, Betfair, Sky Bet, UniBet, Paddy Power.

12. Product-based harm minimisation: an overview of the evidence and critical examination of the policy issues

Dr Jonathan Parke, Sophro; Dr Adrian Parke, University of Lincoln; Professor Alex Blaszczynski, University of Sydney.

Aim: To provide an authoritative overview of the international evidence relating to product-based harm-minimisation and offer a critical examination of relevant policy issues.

April 2019

13. Avon Longitudinal Survey of Parents and Children (ALSPAC)

Professor Alan Emond and Kasia Kordas, University of Bristol; Professor Mark Griffiths, Nottingham Trent University.

Aim: To evaluate gambling behaviour and problem gambling at 25 years of age, among participants in the ALSPAC, a population-based cohort study in the South West of England. Data from this new sweep will be combined with data on gambling of cohort participants which have previously been collected at 17 and 21 years of age.

Forthcoming research and evaluation:

14. ABB Player Awareness Systems evaluation

Aim: To independently evaluate the Association of British Bookmakers' "Player Awareness System" for gaming machines in licensed betting offices.

ITT closed **23 February 2016**.

15. Young people, gambling and gambling-related harm research

Aim: To develop our understanding of young people in relation to gambling and gambling-related harm.

ITT closes on **29 March 2016**.

16. PhD programme

Aim: To fund new PhD students in the field of gambling studies.

The deadline for applications for students commencing in 2016 is **31 March 2016**.

17. Evidence review, analysis and evaluation of industry 'harm-minimisation' activity (IGRG and Senet Group)

Aim: Project management and to evaluation of projects to identify, develop and disseminate best practice across the different work-streams including: messaging and staff-training.

ITT will be published in **March 2016**.

18. Public health invitation to tender

Aim: To consider the cost of problem gambling to the government as a whole, to support our public health initiative.

ITT will be published in **March 2016**.

• Treatment and harm-minimisation activity

1. Harm Minimisation Programme

Work has now begun on each of the five harm-minimisation projects which were selected for funding in November 2015:

- University of Lincoln, exploring cognitive distortions in homeless gamblers and development of a screen for use with this population;
- Professional Players Federation, development of education for professional sport players;
- Demos, development and piloting of educational materials for use in schools in England and Wales;
- Fast Forward, development and piloting of a toolkit for use in schools and non-traditional youth settings in Scotland;

- Newport Citizens Advice Bureau, education development across the CAB a wider workforce, awareness raising and brief intervention with vulnerable populations.

RGT is working closely with each of the providers to ensure robust evaluation procedures are implemented from the outset, and Professor David Parsons is acting as consultant to this process to provide external academic oversight.

In February further ITTs were issued for harm minimisation services addressing gambling-related harm in the Armed Forces and Criminal Justice populations. Both of these calls close at the end of March 2016 and the RGT Treatment Panel will select successful bidders by May 2016.

2. Debt Seminar – Monday 7 March 2016

RGT has worked closely with RGSB to facilitate an expert seminar on Gambling-Related Debt, held at the King's Fund on Monday 7 March 2016. The event was by invitation only and was chaired by Liz Barclay. Speakers included representatives from the Financial Conduct Authority, Aperture (debt solutions), GamCare and Newport CAB.

The aim of this event was to bring together experts from the debt/money advice field with those working to address gambling-related harm to discuss how to jointly address this issue in ways which are most effective and helpful for the consumer. Delegates seem to have received the event well and RGT will follow-up a number of specific action points arising including establishing a joint debt advice/gambling counselling service network forum.

3. Data Reporting Framework (DRF)

DRF data has been received from all providers for clients referred between April and December 2015. Data checking and error correction continues to be a time consuming process, however service providers are engaging well and data quality is improving. Analysis and reporting on the first 6 months of data continues. It is anticipated that the recruitment of a full time research assistant will expedite the analysis and reporting process ensuring that a 12 month report can be produced shortly after the deadline for Q4 data submission at the end of April 2016.

Work is ongoing to provide analysis which will explore client outcomes in relation to gambling history; client presentation (e.g. sociodemographic background, comorbidity); and treatments provided (including number of sessions, waiting times, group vs individual treatment).

Briefing note - RSGB

Wednesday 18 May 2016

A. Management matters

- **Report of a serious incident to the Charity Commission**

Following an article published in The Times (Wednesday 17 February), RGT reported to the Charity Commission what was considered to be a serious incident with serious implications for the reputations of RGT and its trustees. A second article alleging corruption appeared in The Independent (Saturday 20 February).

Subsequently, the Charity Commission received one or more complaints and wrote to RGT on 30 March saying, *"We have assessed the concerns raised against the (Charity) Commission's Risk Framework. As a result of that assessment, there are a number of regulatory concerns which the (Charity) Commission has decided that it needs to examine further with the trustees."*

Specifically, the Charity Commission is concerned about how trustees manage *'conflicts of interest'*. The Charity Commission asked for a range of detailed information, which was provided via lawyers on Friday 15 April following careful consultation with trustees.

A request for further information was made by the Charity Commission on Wednesday 4 May, which included a copy of the complaint received from Campaign for Fairer Gambling (CFFG). Trustees provided the Charity Commission with a detailed response on Thursday 12 May.

- **Recruitment of Chair of Trustees**

The recruitment process resulted in the selection panel interviewing a short-list of four candidates and unanimously selecting Ms. Kate Lampard, CBE as the preferred candidate.

Ms. Lampard was previously Vice-Chair (non-executive), South of England Strategic Health Authority Cluster and a trustee and is currently chair of the audit committee for Esmee Fairbairn Foundation. A former barrister, Ms. Lampard has recently headed independent investigations into allegations of sexual abuse by Jimmy Savile at Stoke Mandeville Hospital, Leeds General Infirmary, Broadmoor Hospital, and into allegations of abuse at Yarl's Wood Immigration Removal Centre.

RGT trustees unanimously agreed to the selection panel's recommendation at a full Board meeting on Thursday 5 May, subject only to permission being granted by the Charity Commission to remunerate Ms. Lampard as a trustee. Notwithstanding that RGT's predecessors have remunerated the role in the past and the charity's governing document does not prohibit such payments, trustees have sought the regulator's permission.

- **Personnel**

Alan Armstrong (Director of Fundraising) has decided to retire in June 2016. An open recruitment process is currently underway.

Jennifer Denchie started with RGT on Monday 11 April as Research and Commissioning Assistant. With a BA (Hons) in Psychology from Brunel University and work experience in mental health and supporting problem gamblers, Jennifer will assist with the analysis of DRF and the development of e-learning on the InfoHub website as well as keeping the InfoHub library up to date.

- **RGT Fundraising 2015-16**

In excess of 80% of operators licensed by the Gambling Commission who are required to make an annual donation to combat problem gambling have contributed to RGT in the 12 months ending 31 March 2016:

- Unaudited amount for the year is c.**£7.7million** (£6.5million)
- Number of companies that have donated: **1,357** (1,054)

Despite extensive efforts to encourage participants from across the industry (other than from those companies that have supported significantly previous treks), no one has 'signed-up' for the proposed fundraising trek to Machu Pichu in October 2016. The deadline for achieving sufficient participants was at the end of April, and so the decision has been taken to withdraw from this event.

- **National Casino Forum (NCF)**

NCF has written to RGT saying that, despite previous assurances otherwise, it intends to continue with the option for NCF members to send their RET donations to NCF and that it intends to use an element of those donations to pay for industry-commissioned research.

- **RGT Strategy, 2016-21**

A draft of RGT's strategy was shared with both RGSB and the Gambling Commission, and the feedback has informed the latest iteration that is subject to final approval of RGT trustees. It is expected to be published at the end of May.

- **GambleAware**

As a strategic priority, RGT is considering the future potential for the GambleAware brand.

- **Communications**

RGT has appointed Atlas Partners to provide communications support and advice.

- **National Responsible Gambling Strategy**

The process of identifying the cost of delivering the Strategy will begin with RGSB identifying precisely what actions are expected from RGT. It is expected that agreement between RGSB and RGT will be reached by end of July 2016 regarding the costs of RGT's delivery of those elements in the Strategy for which it is responsible. This in turn will inform the minimum level of fundraising necessary in the future.

B. Research and evaluation activity (key highlights)

- **Research Governance and Commissioning Procedure and Research Strategy**

RGT has agreed the details of a 'research governance procedure', subject to RGSB approval. RGSB is committed to producing a 'research strategy' by September 2016. RGT will respond to the RGSB research strategy by producing annual commissioning plans setting out what research is to be commissioned and when, subject to RGT Research Committee approvals. The RGT Research Committee will consider what additional research it may wish to commission to meet its charitable objects.

- **Measuring gambling-related harm**

RGT Research Committee has selected PwC to undertake this research project. Given the central importance of this work, RGT will involve RGSB as a member of a small 'steering group' to be convened in accordance with the above 'research governance procedure' for this important research project. RGSB raised a number of specific and significant questions regarding PwC proposals for conducting this research project and RGT has

sought to reassure itself that these questions have been satisfactorily addressed and RGSB has indicated that it does not want to hold up the commissioning process unduly. On this basis RGT is proceeding to commission PwC and will look to the 'steering group' for further guidance as necessary.

- **Secondary analysis into B2/B3 gaming machines research**

Final reports for all eight research questions are completed and ready to publish. However, the three reports are detailed, complex and overlap in responding to the eight questions set by RGSB. RGT is arranging for a short summary document to make the findings and caveats of this work as accessible as possible to the layperson. RGT plans to publish the full reports with the summary document before the end of May.

- **Remote gambling player behaviour**

The Research Committee has accepted PwC Phase 1 report, which will be published in due course. In the meantime, the Research Committee has approved the progression to Phase 2 including the additional resources required to ensure that PwC is able to involve up to six operators and their respective player data on the basis that this will likely improve the robustness of the research findings.

- **RGT InfoHub**

The first research update is being disseminated to all those who sign-up to receive them; please go to www.rgtinfohub.org.uk to review the redeveloped resource and to sign-up for future updates.

C. Treatment and harm-minimisation activities (key highlights)

- **Gordon Moody Association**

GMA and RGT are at an early stage of investigating the possibility of funding a new, purpose-built, extendible campus for the provision of residential treatment for problem gamblers. Such a facility may also act as a centre of excellence for the treatment of problem gambling in Great Britain, providing a central location for those involved in all forms of treatment to share best practice, receive training and build networks and relationships which sustain and develop the support available to problem gamblers nationwide.

- **Procurement of treatment services from March 2017**

Formal performance reviews have been completed with GamCare, GMA and CNWL. Reports will be provided to the RGT Treatment Panel and then shared with RGT Trustees and RGSB in due course. Also, RGT has commissioned Annette Dale-Perera to review client pathways and tiered care. All treatment providers currently funded by RGT have been involved in co-designing a model of care for treatment services intended to offer a stepped care approach, ensuring that service users receive the least intensive interventions to meet their needs at treatment entry. This work is helping to inform the procurement process for treatment service provision from March 2017.

- **Independent collection, analysis and dissemination of data derived from the DRF**

RGT is commissioning the National Drug Evidence Centre (NDEC) based at the University of Manchester to establish a system to assist with the collation, analysis and dissemination of outcomes data derived from the implementation of the Data Reporting Framework (DRF) across all treatment services funded by RGT.

Appendix 1

RGT research and evaluation update

Months indicate when individual research projects are expected to be delivered.

May 2016

1. **Secondary analysis into B2/B3 gaming machines research published in December 2014**

NatCen, Featurespace and Geofutures.

Aim: To utilise the datasets that were created for the RGT machines research programme to respond to eight specific questions discussed with RGSB/RGT.

2. **Literature Review of Children and Young People's Gambling**

Professor Gill Valentine, University of Sheffield.

Aim: To update the 2008 literature review of children and young people's gambling.

3. **Statistical Analysis and Modelling of Player Event Data**

Professor David Forrest, University of Liverpool; Professor Ian McHale, University of Salford.

Aim: Using currently available tracking data to learn about typical playing patterns and assess the potential for the data to be used to inform policy.

Industry participant: Rank Group.

July 2016

4. **Research into problem gambling in licensed bingo premises in Britain to inform practical applications of harm minimisation**

Ipsos MORI.

Aim: To identify the nature and extent of problem gambling behaviour in traditional licenced bingo retail operations in Great Britain.

Industry participant: The Bingo Association.

5. **A scoping investigation of eye-tracking in Electronic Gaming Machine play in bookmakers**

Professor Robert Rogers & Professor Charles Leek, University of Bangor.

Aim: Using 'eye-tracking' technology to explore how people use EGMs in betting shop environments and how they respond to responsible gambling (Player Protection) messages.

Industry participants: William Hill, Ladbrokes, Coral and BetFred.

August 2016

6. **ABB Player Awareness Systems evaluation**

PwC

Aim: To independently evaluate the ABB's "Player Awareness System" for gaming machines in licensed betting offices.

October 2016

7. **Product-based harm minimisation: an overview of the evidence and critical examination of the policy issues**

November 2016

8. Cost to government of problem gambling

Aim: To consider the cost of problem gambling to the government as a whole, to support our public health initiative.

9. Gambling behaviour over time: A follow up study to a survey of loyalty card holders

NatCen and Dr Heather Wardle.

Aim: To conduct a follow up survey with participants who held a loyalty card with a bookmaker and took part in a survey about machine play and wider gambling activities in 2014.

10. Using digital grounded theory to examine problem gambling and harm minimisation opportunities for remote gambling

Dr Jonathan Parke, Sophro; Dr Adrian Parke, University of Lincoln; Dr Heather Wardle.

Aim: To maximise industry-held data by providing additional qualitative contextual analysis.

Industry participant: UniBet.

December 2016

11. Research to inform practical applications of harm minimisation for remote gambling operators serving British customers

PwC; Responsible Gambling Council (Canada).

Aim: Building on the gaming machines research of 2014, to explore the potential usefulness of industry-held data and behavioural analytics in the remote gambling sector, primarily to indicate markers and patterns of harmful or risky behaviour, and then to recommend best ways to mitigate against such risks and harms.

Industry participants: Bet365, Ladbrokes, Coral, William Hill, Betfair, Sky Bet, UniBet, Paddy Power.

January 2017

12. Gambling-related harm

PwC.

Aim: Defining what is meant by 'gambling-related harm' and recommendations for how best to measure and account for 'gambling-related harm'.

April 2017

13. Young people, gambling and gambling-related harm

Aim: To develop our understanding of young people in relation to gambling and gambling-related harm.

May 2017

14. Responsible gambling industry initiatives

Aim: RGT to commission project management and evaluation of projects to identify, develop and disseminate best practice across the three different work-streams – play messaging, product messaging and staff training.

October 2017

15. Responsible gambling postgraduate research project

Andrew Harris & Professor Mark Griffiths, Nottingham Trent University.

Aim: To provide insights into how a gambler may transition towards a loss of control within a gambling session, and to examine the efficacy of pop-up message content and new structural changes to e-gambling platforms. The funding is for 144 participants to receive £10 payment in the experiment.

April 2019

16. Avon Longitudinal Survey of Parents and Children (ALSPAC)

Professor Alan Emond & Kasia Kordas, University of Bristol; Professor Mark Griffiths, Nottingham Trent University.

Aim: To evaluate gambling behaviour and problem gambling at 25 years of age, among participants in the ALSPAC, a population-based cohort study in the South West of England. Data from this new sweep will be combined with data on gambling of cohort participants which have previously been collected at 17 and 21 years of age.

Briefing note - RSGB

Monday 19 September 2016

A. Management information

- **Kate Lampard, CBE**

On 15 June, RGT received confirmation that the Charity Commission authorises payment of Ms Kate Lampard in the position of chair of the charity. The Sealed Order to this effect was received on 21 June and Kate's appointment was publicly announced immediately thereafter.

In July and August, Kate met 'one-to-one' with: Sarah Harrison (Gambling Commission); Sir Chris Kelly (RGSB); John Hagan (IGRG); Wanda Goldwag/George Kidd (Senet Group); Sir Ian Prosser/Dirk Hansen (GamCare); and, Rekha Wadhvani/Elaine Smethurst (Gordon Moody Association). Kate also attended a RGSB board meeting and a reception hosted by the All-Party Parliamentary Betting and Gaming Group.

- **Trustees**

Both **Chris Brady** and **James Henderson** have stepped down as trustees and RGT is currently recruiting for new trustees via Gatenby Sanderson.

- **Management personnel**

Cinta Esmel will start with RGT from Monday 26 September as **Director of Fundraising**, an open recruitment process. Cinta is a professional fundraiser and is currently Head of Fundraising at the Mayor's Fund for London.

RGT is advertising for a **Director of Research and Evaluation** to lead a work-stream that is expected to receive an ongoing annual budget of £1.5million. The deadline for applications is Monday 26 September – see <http://www.responsiblegamblingtrust.org.uk/about/join-our-team/>.

- **Office location**

RGT has relocated to **7 Henrietta Street, London, WC2E 8PS** in response to the growing size of the organisation.

- **Fundraising 2016-17** (as of 31 August)

Current fundraising total (received and pledged): **£4.68million** (£4.35m – 2015/16)

Current number of unique donors: **725** (619 – 2015/16)

- **Harm-minimisation Conference, 7-8 December**

RGT has opened the registration for its fourth annual Harm Minimisation Conference on 7 & 8 December 2016. The aim of the conference will be to review and discuss research, education and treatment in relation to minimising gambling-related harm in Great Britain.

This year, the conference will be an opportunity to review and discuss best practice in treatment and harm minimisation as well as showcase RGT-funded research. The conference will be held at the King's Fund, London and registration details can be found here: <http://www.responsiblegamblingtrust.org.uk/about/harm-minimisation-conference-2016/registration/>

B. Strategic matters

- **RGT Strategy, 2016-21**

RGT plans to publish its new five-year strategy in October – see attached final draft.

- **Review of Committees and Expert Panels** – in response to the draft RGT Strategy, trustees are reviewing the terms of reference, composition and future operation of all committees and panels.

- **GambleAware**

As a strategic priority, trustees have agreed to change the charity's name to GambleAware and this will formally happen in conjunction with the publication of its five-year strategy.

C. Research and evaluation activity (key highlights)

- RGT has issued an [invitation to tender](#) (ITT) for innovative applied research, intended to support original and creative projects that help deliver or extend the National Responsible Gambling Strategy, within the bounds of RGT's charitable objectives.
- RGT published research undertaken by **Ipsos MORI** to identify the nature and extent of problem gambling behaviour in traditional licenced bingo retail operations in Great Britain. After (inadvertently) capturing the attention of the BBC radio network, RGT reached an audience of 6.5 million people with bingo research media coverage and the GambleAware message. This included 31 regional radio interviews and 4 national features (on BBC Breakfast TV, [Daily Mail](#) (print and online), BBC Radio 2 and [BBC Five Live](#)).
- RGT has commissioned the **Institute of Public Policy Research (IPPR)** to study the cost to government of gambling-related harm. This work will intersect with the longer running research project RGT has commissioned **PwC** to undertake; that is, to examine what is meant by gambling-related harm, what kinds of harms people experience and who experiences them, and to understand how these harms can be measured and monitored in Great Britain in order that attempts to minimise gambling-related harm might be more accurately evaluated.
- RGT has published research undertaken by **Professor David Forrest, University of Liverpool; Professor Ian McHale, University of Salford** into tracked play on B1 gaming machines in British casinos to learn about typical playing patterns and assess the potential for the data to be used to inform policy.
- RGT has commissioned **Dr David Keatley at the University of Lincoln** to undertake research into young people in relation to gambling and gambling-related harm. Dr Keatley will be supported by co-investigators at the **University of Nottingham** to examine the effects of the availability of gambling products, including areas of category D gaming machines, as well as the long-term impact of gambling-related harm and comorbid behaviours on young people.
- **RGT InfoHub** - Research updates are being disseminated to all those who sign-up to receive them; please go to www.rgtinfohub.org.uk to review the redeveloped resource and to sign-up for future updates.

D. Treatment and harm-minimisation activities (key highlights)

- **Procurement of treatment services from April 2017**

RGT has published new specifications for treatment services from April 2017 – see [here](#). Tenders were invited and have been received from all existing treatment providers including in relation to the National Gambling Helpline. Trustees expect to announce funding decisions before the end of 2016.

- **Independent collection, analysis and dissemination of data derived from the DRF**

RGT has also commissioned the National Drug Evidence Centre (NDEC), based at the University of Manchester, to make accessible the data which all treatment providers have been collecting consistently since

April 2015. This Data Reporting Framework (DRF) allows RGT, in its capacity as commissioner of treatment, to monitor the effectiveness of services. Access to the data will also be provided to treatment providers, the research community, and other stakeholders, along similar lines to the way in which data is published on drug treatment services by NDEC. In addition, RGT intends to make treatment data freely available to researchers via the UK Data Archive.

- **16th International Conference on Gambling and Risk-taking, Las Vegas, Nevada**
RGT Director of Commissioning, Dr Jane Rigby, set out the British approach to data reporting in problem gambling treatment services in a speech to the University of Nevada, International Gambling Institute's triennial conference in July. As a key stepping stone to gather better evidence to demonstrate demand and evaluate treatments, Dr Rigby shared Britain's experience of developing a common Data Reporting Framework (DRF). Speaking to a conference of more than 600 expert attendees from 27 countries, Jane advocated for international collaboration to improve our collective understanding of what works when tackling gambling related harm.

Three further research projects funded by RGT were also presented at the Conference. Dr. Heather Wardle spoke on the topic of "Who Loses? Losing Money on Machines in Bookmakers: Evidence from Great Britain". Professor Ian McHale shared the results of a recently published evaluation of "the Impact of the Uplift of Stakes and Prizes on Gaming Machines in UK Casinos" and emerging results about player behaviour based on the same data set.

Appendix 1

RGT research and evaluation update

Months indicate when individual research projects are expected to be delivered.

September 2016

1. **ABB Player Awareness Systems evaluation**

PwC.

Aim: To evaluate independently the ABB's "Player Awareness System" for gaming machines in licensed betting offices.

Industry Participants: Coral, Ladbrokes, Paddy Power Betfair and William Hill as well as Scientific Games and Inspired Gaming.

2. **A scoping investigation of eye-tracking in Electronic Gaming Machine play in bookmakers**

Professor Robert Rogers & Professor Charles Leek, University of Bangor.

Aim: Using 'eye-tracking' technology to explore how people use EGMs in betting shop environments and how they respond to responsible gambling (Player Protection) messages.

Industry participants: William Hill, Ladbrokes, Coral and BetFred.

November 2016

3. **Cost to government of problem gambling**

IPPR.

Aim: To consider the cost of problem gambling to the government as a whole, to support our public health initiative.

4. **Gambling behaviour over time: A follow up study to a survey of loyalty card holders**

NatCen; Dr Heather Wardle.

Aim: To conduct a follow up survey with participants who held a loyalty card with a bookmaker and took part in a survey about machine play and wider gambling activities in 2014. This research will explore patterns in behaviour over time by linking them back to characteristics and behaviours observed in the data collected in the original survey.

5. Using digital grounded theory to examine problem gambling and harm minimisation opportunities for remote gambling

Dr Jonathan Parke, Sophro; Dr Adrian Parke, University of Lincoln; Dr Heather Wardle.

Aim: To maximise industry-held data by providing additional qualitative contextual analysis. Individual case evaluations will be conducted using individual data to observe for, and describe, behavioural trends of online sports betting problem gambling.

Industry participant: UniBet.

December 2016

6. Research to inform practical applications of harm minimisation for remote gambling operators serving British customers

PwC; Responsible Gambling Council (Canada).

Aim: Building on the gaming machines research of 2014, to explore the potential usefulness of industry-held data and behavioural analytics in the remote gambling sector, primarily to indicate markers and patterns of harmful or risky behaviour, and then to recommend best ways to mitigate against such risks and harms.

Industry participants: Bet365, Ladbrokes, Coral, William Hill, Sky Bet, UniBet, Paddy Power Betfair.

7. Young People, Gambling, and Gambling-Related Harm: Pathways into and out of danger

Dr David Keatley, University of Lincoln; Professor David Clarke & Professor Ellen Townsend, University of Nottingham.

Aim: To develop knowledge and ability to effectively develop policies to reduce underage gambling and gambling-related harm. Particular focus will be on vulnerability, social, and personal impact from gambling-related harm and comorbid behaviours (e.g., drinking, drugs). The research will also assess the impact of category D gaming machine availability on young people gambling.

January 2017

8. Gambling-related harm

PwC

Aim: Defining what is meant by 'gambling-related harm' and recommendations for how best to measure and account for 'gambling-related harm'.

9. Product-based harm minimisation: an overview of the evidence and critical examination of the policy issues

Dr Jonathan Parke, Sophro; Dr Adrian Parke, University of Lincoln; Professor Alex Blaszczynski, University of Sydney.

May 2017

10. Responsible gambling industry initiatives

Aim: To project manage and evaluate projects to identify, develop and disseminate best practice across four different work-streams – social messaging, play messaging, product messaging and staff training.

September 2017

11. Young people, gambling and gambling-related harm

Ipsos MORI; Professor David Forrest, University of Liverpool; Professor Ian McHale, University of Salford.

Aim: To investigate the influence of parents on young people's gambling; and exploring definitions of 'gambling-related harm'.

October 2017

12. Responsible gambling postgraduate research project

Andrew Harris & Professor Mark Griffiths, Nottingham Trent University.

Aim: To provide insights into how a gambler may transition towards a loss of control within a gambling session, and to examine the efficacy of pop-up message content and new structural changes to e-gambling platforms. The funding is for 144 participants to receive £10 payment in the experiment.

April 2019

13. Avon Longitudinal Survey of Parents and Children (ALSPAC)

Professor Alan Emond & Kasia Kordas, University of Bristol; Professor Mark Griffiths, Nottingham Trent University.

Aim: To evaluate gambling behaviour and problem gambling at 25 years of age, among participants in the ALSPAC, a population-based cohort study in the South West of England. Data from this new sweep will be combined with data on gambling of cohort participants which have previously been collected at 17 and 21 years of age.

Autumn 2019

14. PhD programme

Aim: To fund three PhD students in the field of gambling studies.

Budgeted cost: £60,000 (2015/16); £60,000 (2016/17); £60,000 (2017/18).

The Research Committee agreed that following three PhD students will be funded:

- Elena Gomis; University of East London. £58,790; The role of neuromodulation, cognitive processing and behavioural inhibition in problem gambling
- Lucy Pointon; Sheffield Hallam University. £28,833 with matched funding of the same amount from the University; Problem gambling and family violence - A life course analysis
- Glen Dighton; Swansea University. £59,120. Gambling on civvy street: Assessing the impact of gambling-related problems on UK armed forces veterans and their families.

Forthcoming research and evaluation:

15. LBO gaming machine data

There is ongoing interest from RGSB in gaming machine data, in anticipation of the Government's Triennial Review. Key questions are:

How has £50 regulation changed behaviour? What impact has it had on problem gamblers? What, if any, substitution effects are evident? How has it changed the way people play? Is there any evidence of differential impact among different types of people?

The industry and Commission have been working directly with DCMS while evaluating the new regulations, and data has been made available by the manufacturers to support that work. RGSB is considering further research using that raw data, augmented by sessional data to inform them further about non-account play. We also expect a further urgent request from RGSB for rapid statistical review of industry data presented to RGSB in July.

RGT has requested formal research briefs from RGSB prior to securing industry agreement to support this research which will enable evidence-led recommendations from RGSB for the Triennial Review.

16. Evaluation of sector self-exclusion schemes

The Senet Group and the Bingo Association and have asked RGT to commission (at their expense) similar evaluations of their respective self-exclusion schemes, now and in December respectively. Selected members of the evaluation supplier panel which is currently being appointed will be invited to propose for this work.

GambleAware

Briefing note - RGSB

Wednesday 16 November 2016

A. Strategic matters

- **GambleAware** – the implementation of renaming RGT as **GambleAware** is underway and we are in the process of re-presenting our website and internal/external communications.
- **GambleAware Strategy, 2016-21** – our five-year strategy is expected to be published in the week commencing 14 November.
- **Recruitment of trustees** – Following a selection process, the Remuneration Committee accepted a management recommendation to appoint GatenbySanderson to conduct an open recruitment process, which is now underway and is expected to conclude in January 2017.
- **Re-structuring of committee's and expert panels** – the re-structuring agreed by trustees is planned to take effect before the end of March 2017 and will be further informed by the recruitment of two new independent trustees in January 2017 when trustees will be asked to review final details regarding composition and terms of reference.
- **Conflict of interest policy** – a draft policy is being circulated with the Research Committee and ARC prior to seeking a final approval from the full Board of trustees.
- **Communications** – KL met with Tracey Crouch, DCMS Minister responsible for gambling policy on 24 October to brief her regarding the role, performance and ambition of **GambleAware**. KL was interviewed by the Financial Times (25 October) with the purpose of marking her appointment to coincide with the publication of **GambleAware**'s five-year operational strategy. Also, KL will attend and give evidence to the All-Party Parliamentary Group on Fixed Odds Betting Terminals on 22 November.
- **DCMS review of gaming machines** – DCMS has announced a review of gaming machines and social responsibility requirements across the gambling industry and has issued a call for evidence by 4th December. Management will draft a submission for trustees to agree.
- **Treatment services procurement** – GamCare, in conjunction with **GambleAware**, has engaged an independent consultant to help it conduct an operational review and re-present its proposals clearly, comprehensively and with sufficient evidence on the basis of detailed feedback from the Treatment Expert Panel.
- **RGT Harm-minimisation Conference, 7 and 8 December 2016** – the number of delegates confirmed to date are 210 (7th December) and 220 (8th December) with 60 for dinner.

B. Financial information

- **Audit and Risk Committee** – The newly formed Audit and Risk Committee (ARC) met on Friday 7 October, chaired by Henry Birch, and agreed ‘terms of reference’, subject to approval of the full Board of trustees. The ARC will review financial controls and processes, and quarterly management accounts before reporting to the full Board of trustees.
- **Annual trustees’ report and financial statements, 2015-16** – Trustees approved the charity’s annual report and financial statements, 2015-16. The annual report will be published in December.
- **GambleAware Fundraising, 2016-17** (as of 30 September 2016):
 - Current fundraising total (received and pledged): **£4.4million** (£4.5m – 2015)
 - Current number of unique donors: **781** (655 – 2015)

Ladbrokes has announced it is to donate £180,000 to GamCare in support of the development of three regional ‘youth hubs’ across the UK to provide information, advice, early interventions, and links to treatment for young people. Trustees have noted that the donation was committed to without any consultation with GambleAware, and the following announcement was made:

<http://www.ladbrokesplc.com/media/press-releases/2016/25-10-2016.aspx>

C. Management information

- **Management personnel**
GambleAware is in the process of confirming the appointment of a **Director of Research and Evaluation** following second interviews on Friday 4 November.