

GambleAware

Minutes of the Education & Treatment Committee

DATE	Thursday 25 February 2021
TIME	1.30pm – 4.30pm
VENUE	Virtual zoom

PRESENT	INITIALS	NOTES
Sian Griffiths	SG	Trustee / Committee Chair
Michelle Highman	MH	Trustee
Rachel Pearce	RP	Trustee (item 5 onwards)
IN ATTENDANCE		
Rochelle Beale	RB	DHSE observer
Zoe Blood	ZB	Education Manager (item 7 onwards)
Rebecca Causer	RCa	Gambling Commission observer
Ruth Champion	RCh	Commissioning Manager
Alison Clare	AC	Director of Research & Evaluation (Interim)
Jennifer Denchie	JD	Education Officer
Marc Etches	MWE	Chief Executive
Jameela Khan	JK	Chief Finance and Corporate Services Officer (Interim)
Mary Miller	MM	DCMS observer
Zoe Osmond	ZO	Director of Communications & Engagement (Interim)
Helen Owen	HO	Evaluation Lead
Jane Rigbye	JR	Director of Education
Natalie Simpson	NS	Company Secretary (minutes)
Simon Smith	SS	Education Manager (item 5 onwards)
APOLOGIES		
Anthony Kessel	AK	Trustee
Marcantonio Spada	MS	Trustee

1. Welcome and apologies

SG welcomed everyone to the meeting. Apologies were received from AK and MS.

It was noted that ZO will be CEO from 1 April, and JR is currently responsible for all prevention and treatment commissioning.

2. Declarations of interest

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

3. Minutes of meeting – 1 December 2020

The minutes of the Education & Treatment Committee meeting held on 1 December 2020 were approved as a true and accurate record.

4. Matters arising

Gordon Moody Association - trustees agreed by email on 18 January 2021 to provide £212,317 (in 2021/22) for increased demand for outreach services due to the COVID-19 pandemic.

It was noted that the funding agreement with **Citizens Advice (England & Wales)** represents good value for money and will be signed shortly.

All other matters arising are complete or discussed later in the agenda.

STRATEGY DEVELOPMENT

5. Draft Commissioning Strategy 2021-26

Trustees welcomed the progress in drafting the Commissioning Strategy, including the current consultation process and timetable for publication.

Organisations with a direct relationship with GambleAware have been invited to respond to the consultation, and trustees suggested that the consultation is broadened to include professional public health organisations such as the Faculty for Public Health and the Royal College of GPs, as they will be able to assist with the implementation of the strategy.

SS joined the meeting.

It was agreed that the Committee will consider performance management of the commissioning process in future. Measuring performance and outcomes against the strategy is good practice and GA is currently considering how to ensure that quality and evaluation are well articulated in the strategy. The ViewIt data will be helpful for the Committee to understand the commissioning process in future meetings.

RP joined the meeting.

TREATMENT & PREVENTION UPDATES

6. Budget: Status update

The operational budget status update was received as presented and the in-year variance in certain budget lines was noted.

It was suggested that grouping information into total investments into specific organisations would be useful, rather than just reporting by project, to give a clearer picture of providers and their performance.

Trustees noted that enhanced capacity and processes would be required to deliver the commissioning strategy, and suggested that as well as considering how to increase capacity to support the commissioning process as laid out in the strategy, management consider what lessons have been learned about the underspend in the current year, and how to avoid any such issues next year.

7. Treatment & Prevention updates & issues

The overview of the status of the Treatment and Prevention portfolios was received as presented.

ZB joined the meeting.

- **LYPFT (Northern Gambling Clinic)** - due to COVID-19 there has been staff redeployment, and as the pandemic subsides, the Clinic is preparing a redeployment report for GambleAware, in order for the impacts of redeployment to be understood. It was noted that levels of delivery are being maintained by the remaining staff.
- **Gordon Moody Association (GMA)** - JR is satisfied that a recent COVID-19 outbreak has been managed in line with GMA's risk assessment and contingency plans.
- **NGTS Quality Assurance Framework** - trustees welcomed progress on the framework. Updates were provided on the CQC pilot, which has been postponed due to COVID-19, and the DHSC advisory group, which will agree Terms of Reference shortly.
- **NGTS promotion** - tracking study results from the latest burst of activity are positive. There was discussion about how treatment providers, the NHS and general practice as well as the general public, need clarity on what is meant by NGTS.

Action: ZO to circulate headline of the NGTS promotion data and to take forward further discussion on greater clarity about NGTS. A paper will come to the next ETC meeting.

- **Grant Agreement end dates** - Trustees noted the grant agreements due to end in 2021 and discussed the need for capacity to manage the commissioning process and flexibility in staging the various grant agreement end dates. **It was agreed** that the team should get the correct processes in place and stagger future grant agreement end dates as necessary.

It was agreed that the Committee will recommend to the full Board that GMA and CNWL grant agreements are extended from September and December 2021 respectively up to September 2022. The management team should continue the discussions required with statutory agencies to enable the recommissioning process for the NGTS to be carried out during

2021/22. There should be flexibility with the end dates of other treatment grant agreements in order for a staged process to allow for capacity to manage the commissioning process.

- **Residential Rehabilitation Development - trustees agreed** that the team should continue exploring the scope for extending the treatment offer to include residential rehabilitation, to complement the service which GMA already provides; but which meets the treatment needs of people with comorbidities, not currently catered for within GMA. This work was paused in late 2020 and is part of the activity required to develop and deliver services to increase capacity across the NGTS to match demand, which is embedded under Commissioning Objective 4 (Improve accessibility and effectiveness of the NGTS). **It was agreed** this work should restart.

Plans for issuing a tender exercise to enhance residential treatment service provision will be brought to the next Committee meeting.

FOR DECISION

8. Funding: Helpline night-time pilot

Trustees considered the proposal to vary the grant agreement for the National Gambling Helpline, provided by GamCare, increasing capacity for night-time staffing. Demand for the Helpline through the night and insufficient capacity to meet the demand were noted.

It was agreed that the Committee will recommend to the full Board of trustees that, in approving financial plans for 2021/22 and beyond, the grant agreement with GamCare for the night-time pilot of the Helpline be increased by £64k pa from March 2021.

9. Commissioning approach: Training

Trustees discussed the recommended approach to the work required to commission a programme of training for trusted intermediaries, which is a core activity in the draft Commissioning Strategy. It was suggested that the scoping work also considers alternative models rather than starting with one delivery organisation. Trustees were advised that Youth Education Hubs in Scotland, England and Wales are procured separately, rather than as part of any broader training contract.

It was agreed that this is an important area of work, and the team should begin the scoping and market warming activity leading towards commissioning a comprehensive programme of training around gambling harms.

10. Adfam

The current status of the programme of pilot work commissioned through Adfam was received as presented. The management team's approach to managing the performance of the grant was supported.

11. Primary Care Gambling Service (PCGS)

The current status of the PCGS was received as presented. It was noted that the model is in line with the emerging Commissioning Strategy and a good opportunity for a pilot to establish an evidence base and engage other organisations to achieve shared goals.

It was agreed that the management team should begin discussions with the PCGS about future activity and seek a proposal for consideration which enables continuation of the PCGS after February 2022 for a period of 3 years, with appropriate evaluation built in, to establish a model to support future discussions and collaboration with NHSE.

RESEARCH AND EVALUATION

12. Research and evaluation update

The update of the current and pipeline activity in GambleAware's commissioned Research & Evaluation portfolios was received as presented.

Trustees asked for delivery organisations to be reassured that the pressures of COVID-19 are understood by GambleAware.

Trustees welcomed the changing research focus on to commissioning research and evaluation to support delivery of GambleAware's 2021-26 Commissioning Strategy, as several long-term projects are coming to an end so freeing up capacity for research to deliver charitable objectives.

13. Any other business

Safer Gambling Campaign (SGC) - an update was provided on the latest burst of the Bet Regret campaign and the new Women and Gambling campaign. The SGC officially ends in May and so the latest campaigns are becoming part of the prevention workstream. Further information will be provided at future Committee meetings.

Action: NS to bring forward the date of the next meeting to late April/early May.