

Minutes of the Board of Trustees' meeting

DATE	Thursday 30 th June 2022
TIME	10.00am – 1pm
VENUE	Hybrid: Virtual zoom & De Morgan House, 57 Russell Sq, London, WC1B 4HS

PRESENT	INITIALS	NOTES
Hilary Armstrong	HA	Trustee
Saffron Cordery	SC	Trustee
Marina Gibbs	MG	Trustee
Professor Sian Griffiths	SG	Trustee
Mubin Haq	MHa	Trustee (until 12.30)
Michelle Highman	MHi	Trustee
Kate Lampard	KL	Trustee / Chair
Rachel Pearce	RP	Trustee
Koravangattu Valsraj	KV	Trustee (apart from 10.30 to 11.00)
IN ATTENDANCE		
Alexia Clifford	AC	Chief Communications Officer
Si Flanagan	SF	Chief Operations Officer
Anna Hargrave	AH	Chief Commissioning Officer
Teresa O'Connor	TO	Company Secretary (minutes)
Zoe Osmond	ZO	Chief Executive
Helena Ross	HR	DCMS
APOLOGIES		
Paul Simpson	PS	Trustee

1. Welcome and apologies

KL welcomed everyone to the meeting. Apologies were received from PS and Tim Miller, Gambling Commission observer.

2. Declarations of interest

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

3. Minutes of meetings – 24th March 2022

The minutes of the Board of trustees' meeting held on 24th March 2022 were approved as a true and accurate record.

4. Action log

Outstanding actions from previous meetings are in hand or discussed later in the agenda.

5. Chief Executive's report

The report from the Chief Executive was received as presented.

Many of the more immediate areas for discussion are dealt with within later agenda items. A detailed Annual Plan is now complete and available to all Trustees in hard and soft copy. This plan highlights the four main themes for activity together with budgetary details around the different commissioning aspects.

The Annual Conference is to be held on 7th December, with a theme around Public Health. Trustees were encouraged to attend if available.

ZO drew Trustees attention to the staff survey information in her report. The survey has proved to be a useful exercise. While the results evidence a level of satisfaction within teams, further work is necessary to build on objectives to support engagement at an organisational level. It is intended that this will be a biannual exercise with external support. The Staff forum is also underway, led by SF. ZO flagged the challenges with ongoing recruitment as 16 roles were currently being advertised in a market where employers are struggling to attract quality staff.

KL added that in the context of the preparations for the White Paper, KL and ZO had had a productive meeting with the DCMS Minister Chris Philp. There was an acknowledgment of the skill and experience that GambleAware have in the prevention of gambling harms.

Helena Ross from DCMS joined the meeting.

SG provided updates from the last ETC and REC meetings and thanked all those who had contributed to those Committees over time. The new structure meant that best practice for research activity would be supported by the new Research Advisory Panel whilst the new Performance and Delivery Committee would operate with more emphasis on higher level performance targets.

APPROVAL: The Terms of Reference for each of the ARC, PDC and RC Committees were approved by the Trustees.

ACTION: A list of all new Committee and Advisory Panel members to be distributed to trustees.

MH asked about the development of the Lived Experience Council. ZO reported that there had been very detailed planning for the set-up of the Council, led by Chiara Marin. Thirty applications have been received and a short list will be interviewed by trustees and other experts. Where there are unrepresented areas, spaces may be left available at the twelve-strong Council, e.g., if there is no representation from Scotland or Wales.

6. Risk Management Policy and Risk register

SF explained that the RMP had been approved after scrutiny at a number of ARC meetings. The second aspect is the detail provided on higher level risks. MG commented that there had been great work and marked progress in the recording of risks. MHa complimented the clarity of the risk register. On a question around data protection risk, it was acknowledged that GambleAware should not usually have access to volumes of personal data as part of its everyday arrangements. However, volume data has been received in the past and this could not be ruled out as a future risk.

To enable GambleAware to be able to host volumes of personal data in the future with confidence, work has commenced on improving systems and controls. In terms of data ownership responsibilities within the commissioning arrangements, GA has received advice from Bates Wells and the Good Governance Institute on designing the structures that work for GambleAware. Contractual changes are slowly being made to reflect GambleAware's position as data processor rather than controller.

ACTION: More detailed time limits for risk register actions to be included and a re-consideration of the risk ratings discussed at the meeting to be undertaken for review at the November ARC meeting.

[Post meeting note in response to a Trustee inquiry: GambleAware is registered with the ICO and pays fees to be able to process personal data. Next registration is due by 12th September 2022].

7. Strategy programme report

Commissioning

AH reported that the Community Resilience Fund and the Aftercare programme had been announced on 30.06.22 with a £3m budget, reflecting a focus on inequality, access to deprived communities and a new way of working – open to innovation and working with new organisations. MHi raised a query around how the fund will reach a wide range of grass roots organisations. AH responded that the plan will include stakeholder contacts and social media and ZO endorsed how reaching a wider audience is an area of focus.

Trustees were impressed at how quickly these funds have been launched to help those most in need.

Campaigns

AC added that Stigma will be the area of focus for January to March 2023. A range of quality agencies have applied to be involved in a detailed tender process to select an integrated creative and media agency. SC asked that we make use of the stigma learning from e.g. mental health stigma work. AC acknowledged this, adding that there are also useful learnings from other public health campaigns.

RP asked what progress was being made with Scottish government contacts. SG suggested a three-country meeting. One suggestion from MG, is that there should be focus on seeking representatives from Scotland and Wales on the GA Board as and when new Trustees join. KL commented that this had been part of the trustee recruitment brief and will continue to be a requirement going forward.

8. NGTS Re-Commissioning

KL thanked MG, SG and RP for their working group involvement on this topic. AH presented the paper as read. AH and SF had taken VAT advice and there will be guidance for providers on how to approach VAT. On a question from MHa, AH explained that there would be room for budgetary growth in respect of both National and Regional work. . There was an extensive discussion around whether the NGTS commissioned funds should be based on 10- year contracts. The Trustees recognised that this was an undeveloped provider environment where longevity could help embed the much-needed change. It was agreed however that 7 years was a more appropriate time frame.

The Trustees agreed that the whole Board would need to approve the Commissioning intentions document.

The recommendations within the NGTS paper are accepted by the Trustees subject to the following actions:

ACTION: The paper be amended to reflect the shortening of the proposed contract length from 10 to 7 years.

ACTION: Further work on the financial modelling, with particular focus on future flexibility to expand what is commissioned.

ACTION: In addition to the Trustee Working Group and chair, the whole Board to approve the commissioning intentions document.

ACTION: MHi will be added to the stakeholder list that AH had presented.

AH acknowledged that the recruitment issues may bring challenges to the recommissioning work but existing staff within Prevention and Evaluation Teams will be redirected to the areas of most need with additional training as necessary.

9. Safeguarding matters

The update on safeguarding activity and issues was noted.

10. Health and Safety Policy

The Trustees approved the Policy which had already been approved by ARC. Additional First aiders are being trained to take account of more flexible working patterns.

Coffee break – Trustee Induction session - with a presentation from Matthew Hickey CEO of Gordon Moody and M an individual who had received treatment for gambling addiction from GM. The presentations were both very well received, reflecting the strong and fruitful relationship between GambleAware and Gordon Moody. M was thanked for taking the time to travel from Wales to tell his story with such candour. Trustees were moved by the way M described the huge impact gambling harms had had on his life and were encouraged by the improvements M has made following treatment.

11. Finances and fundraising

Trustees welcomed this report as a great step forward in understanding where spending and income is at any one time. KL reinforced that the Gambling Commission should be made aware about the finance challenges that GambleAware face when it cannot plan with certainty around when and whether funds will be received.

12.White Paper scenario discussion

Before this section. Helena Ross from DCMS confirmed that no advance copies of the White Paper would be made available. It was agreed a meeting between Helena, KL and ZO would be held shortly after the White Paper is in circulation.

Helena left the meeting.

This was a brainstorming session where no formal actions were agreed but trustees offered their comments on the approaches that should be taken in relation to the various White Paper scenarios.

13.Any other business

There was no other business.