

GambleAware

Briefing note to RGSB

23 March 2018

A. Key Matters

- **Safer Gambling Campaign** – GambleAware is working with Sheila Mitchell (Director of Marketing, Public Health England) to deliver a two-year, multi-media behavioural change campaign aimed at young men highly engaged in sports betting. Chaired by Professor Sian Griffiths, the Campaign Board, which includes Professor Gerda Reith and Professor Crawford Moodie, met for the first time on 8 February.

Industry representatives from the Remote Gambling Association (RGA), Senet, the Advertising Association and the broadcasters (Sky) were invited to participate with 'observer' status. Only the RGA has declined and has stepped back from leading the fundraising effort. However, it will help GambleAware to raise funds from its members.

An update was shared with DCMS, the Gambling Commission and RGSB on 14 March.

- **Fundraising and cash-flow** – as of 28 February total raised and pledged (excluding Voluntary Settlements): **£8,500,000** (£7.2M 13 February 2017; £6.2M 19 February 2016). In addition, voluntary settlements of £4.85 million mean that the cash position is secure for the time being.
- **Commissioning Plan, 2018-20** – trustees met in January 2018 to review the charity's purpose, strategic aims and objectives, and to review and update the rolling two-year commissioning plan and rolling five-year strategy. Trustees have now agreed proposals for future expenditure and management will work to update the existing commissioning plan and strategy documents for publication in April following consultation with RGSB and the Gambling Commission. GambleAware is planning to distribute up to £30 million in the next two-year period, 2018-20.
- **Communications** – GambleAware is working with the Gambling Commission to establish a communications protocol between the two organisations, respecting the different roles, duties and obligations.

B. Research, Education and Treatment

- **Research** - GambleAware is in the process of commissioning a needs assessment for treatment services and a systematic review of effective treatment for gambling problems to be completed at the end of 2018, to inform the development of an improved commissioning

strategy for treatment services. Details of the Invitations to Tender can be accessed via <https://about.gambleaware.org/research/research-projects/>.

- **Education** – Funded by GambleAware, Demos launched *'Reducing the odds: an education pilot to prevent gambling-related harm'* on Thursday 15 March. Demos has been piloting educational resources in secondary schools as part of wider efforts to help prevent gambling-related harm. The resources were comprised of four lessons which slotted into a planned programme of Personal, Social and Health Education (PSHE) provision for 15 year olds. They encouraged pupils to weigh risk, identify manipulative behaviour, manage impulses, help others – covering a range of 'risky behaviours', but with gambling as a major case study.

GambleAware has submitted a response to the Department for Education's call for evidence into 'Changes to the teaching of Sex and Relationship Education and PSHE'. The submission is available via <https://about.gambleaware.org/media/1681/gambleaware-submission-to-department-of-education-re-phse-12-february-2018.pdf>.

- **Common screening tool** - GambleAware commissioned Professor David Best (Sheffield Hallam University) to develop, test and evaluate a common screening tool. David is a leading figure in the international research and policy movement around recovery from alcohol and drug problems – see <https://www.shu.ac.uk/about-us/our-people/staff-profiles/david-best>. The aim is to develop a screening tool that would be:

- Consistent with the scientific evidence base on best practice
- Accessible and easy to use by a diverse range of populations
- Readily be interpreted by clinicians to assist in determining next steps and immediate support needs
- Form the baseline for outcome monitoring
- Aggregated to enable systems level demand modelling work to occur

The intention is to develop this model as part of a broader attempt to develop a systems approach to gambling interventions in the UK where screening is seen as embedded within a stepped care model.

- **Brief Intervention Guide** - Based on a New Zealand addiction workforce development programme, GambleAware has published a 'brief intervention guide' as a resource to assist workers to provide brief intervention to address risks and harms related to problematic gambling. The guide is aimed at professionals who do not specialise in the treatment of gambling problems and aims to clarify what brief intervention is, where brief intervention sits in the spectrum of intervention and to address a lack of guidance available to those working in social and criminal justice settings, for example social workers, employment advisers, probation officers, community workers, counsellors, GPs, nurses and psychologists. The Guide is also likely to be useful for others working in primary care and other health settings.

The guide is available online at <https://about.gambleaware.org/media/1605/gambleaware-intervention-guide.pdf>. Our ambition is for this to be included in the NHS initiative, 'Making Every Contact Count' - <http://www.makeeverycontactcount.co.uk/>.

C. Trustees and personnel

- **New trustees** – Two new trustees have been appointed as follows:

Saffron Cordery is currently Director of Policy and Strategy and Deputy Chief Executive of NHS Providers (previously Foundation Trust Network). NHS Providers is the membership organisation and trade association for the NHS acute, ambulance, community and mental health services that treat patients and service users in the NHS – see <http://nhsproviders.org/>.

Michelle Highman is currently Chief Executive of The Money Charity (1106941) having joined in 2011. Michelle has a law degree and leads all aspects of the charity as well as representing it in the public sphere as the UK's financial capability charity with a mission to empower people across the UK to build the skills, knowledge, attitudes and behaviours, to make the most of their money throughout their lives. Michelle is well versed in the financial services industry, having spent 13 years at the Financial Services Authority (FSA) and a leading role in setting up the Consumer Financial Education Body (now Money Advice Service).

- **Other appointments**

Professor Sian Griffiths has agreed to serve as Deputy Chair of Trustees. Also, Sian has taken over from Alan Jamieson as Chair of the Education and Treatment Committee. Our thanks go to Alan for his commitment to this role over a number of years.

Professor Anthony Kessel has agreed to Chair the Research & Evaluation Committee.

Professor Gerda Reith has agreed to join the Research & Evaluation Committee as an independent member, and will act to represent the independent review expert panel.

John McCracken has been appointed Director of Commissioning (Treatment services). John is the former Head of Drugs Policy at the Department of Health (2008-2017) and will start on 3rd April.

GambleAware

Briefing note to RGSB

16 May 2018

A. GambleAware

- **Strategic delivery plan** – trustees have reviewed and refreshed commissioning priorities for 2018-21, focusing on delivering the core of the National Responsible Gambling Strategy and increasing expenditure from £9million to a minimum of £14million in each of the next two years.
- GambleAware made a submission to the Labour Party’s gambling policy review <https://about.gambleaware.org/media/1722/gambleawares-submission-to-labour-party-gambling-policy-review-final.pdf>.

B. Fundraising

- An [open letter to the industry](#) was distributed on 16 April. The letter thanked the industry for achieving £9.4million and reminded all concerned about our plan to publish details of donations received in future.

	2018/19 As at 30 April 2018	2017/18 As at 30 April 2018	2016/17 Year-End	2015/16 Year-End	2014/15 Year-End
Voluntary donations	£74,003	£9,438,489	£8,117,555	£6,745,983	£6,452,987
Voluntary settlements	£50,000	£5,011,312	£344,500	£780,000	£-
Expeditions	£-	£-	£-	£65,511	£46,804
Donated services (in-kind support)	£-	£-	£122,300	£16,558	£17,672
Industry sponsorship of conference and events	£-	£-	£25,503	£10,000	£13,240
Investments	£-	£-	£11,641	£14,319	£13,222
Total	£124,003	£14,449,801	£8,621,499	£7,632,371	£6,543,925

C. Research, Education and Treatment

- **Research:**
 - **Published:** Analysis of play among British online gamblers on slots and other casino-style games - Professor Ian McHale and Professor David Forrest at the University of

Liverpool; Improving our understanding of the relationship between gambling & homelessness - Dr Stephen Sharman (formerly of the University of Lincoln) and the National Centre for Social Research

- **Commissioned:** Two consortiums led by the University of Stirling and Ipsos MORI to understand the effect of gambling marketing and advertising on children, young people and vulnerable people; bids for the systematic review of effective treatment for gambling problems are being evaluated.
 - GambleAware has extended the deadline for the invitation to tender for a treatment delivery gap analysis (a needs assessment for treatment services), to obtain a greater range of bids.
 - **Invitation to tenders:** An evaluation of the impact of Multi-Operator Self-Exclusion Schemes and awareness and barriers to self-exclusion.
 - The expert group on **gambling-related harm** has developed a 'framework for action' on measuring gambling-related harm, including definition, conceptual model and potential indicators. This will form the basis for commissioning of further work.
 - This year's call for **applications for PhD funding** is now open, part of our programme of funding a PhD each year in order to build capacity for gambling studies.
- **Education:**
 - **Demos** has now launched the material they have developed and tested for use as part of the PSHE curriculum in England and Wales. We funded this harm-minimisation project, which complements our 'train the trainer' youth worker resources developed in Scotland by Fast Forward. We are working with Demos to promote the use of these materials, and on other areas of mutual interest. The evaluation of the two projects will be published in May.
 - Following consultation with the **Safer Gambling Campaign Board**, and the newly constituted Advisory Panel (see table below), a brief was issued to three creative agencies to pitch their ideas. We aim for the campaign to go live in the autumn.

Representing	Organisation	Individual
Treatment Services	GamCare	Anna Hemmings, Chief Executive
Service users	x2	Will be nominated by GamCare
Faith groups	Church of England	Martin Kettle, Home Affairs Policy Adviser
Local Government Association	Safer and Stronger Communities Board	Cllr Anita Lower (Newcastle) Cllr Morris Bright (Hertsmere)
Public Health	Royal Society Public Health	Duncan Stephenson, Director of External Affairs & Marketing
Affected others	Adfam	Oliver Standing, Director of Policy and Communications
Gambling industry	SkyBet	Rob Painter, Marketing Director
Sport	Sports and Recreation Alliance	Rob Arnott, Communications & Engagement Manager
Advertisers	ISBA	Phil Smith, Director General
Govt. Politicians		TBA

- **Citizens Advice** has agreed to work with us to co-design proposals to roll-out nationally the training programme piloted in Newport, South Wales.
- We are discussing with PHE how to include gambling-related harms in the **Making Every Conversation Count** + initiative.
- We have commissioned the **Royal Society for Public Health** to undertake consultation with young people, aimed at better understanding the views and attitudes of those aged 11 to 24 toward gambling and gambling-like activities (e.g. social gaming). To complement this work, we have also commissioned **ClearView Research** to undertake consultation specifically with young BAME people. Both projects are anticipated to report in early 2019.'
- We took advantage of opportunities in the tail-end of the football season for in-stadium advertising at a number of clubs – Crystal Palace, Stoke, Sheffield Wednesday and Leicester - to establish more credibility in persuading the Premier League and Championship more widely to engage with us. The cost of this was limited to creative design, and we aim to broaden and deepen the relationships beyond simply advertising.
- We are working to refresh the content and improve the navigation of the BeGambleAware.org website, with a significant exercise in user consultation at the heart of the design process.
- **Treatment:**
 - We have agreed a 3-year **funding agreement for GamCare** and its partner network, and will publicise this during May. Grant management and reviews of performance are taking place, and the relationship with and between providers is positive and collaborative.
 - A new **Quality Assurance Framework** is being reviewed by providers. There is commitment to ongoing service improvements.
 - A development day was launched in March and the **Common Screening Tool** and improvement to the care pathway following the new service specifications has been welcomed - a working group with David Best of Sheffield University is progressing this.
 - Further discussion continue about the **Leeds 'hub initiative'** to create an informed and joined-up network of prevention, early intervention and support for problem gamblers, with emerging interest from PHE and the Department of Health and Social Care.
 - The new multi-operator self-exclusion scheme for the remote sector, **GamStop**, is in operation, albeit in Beta phase and without some major operators. Although we have been asked not to promote this widely, we have agreed to ensure the scheme is brought to the attention of the treatment services funded by GambleAware.



D. Trustees and personnel

- **Trustee recruitment** – following the resignation of Jim Mullen and the expected resignation of Henry Birch in June, as well as the planned departure of Alan Jamieson in the autumn, we are recruiting for up to three new trustees with skills in financials, commissioning treatment and research. Closing date is 18th May. On this basis, there will no longer be any trustees working in the gambling industry.
- **Staff recruitment** – on 3 April John McCracken joined the team as Director of Commissioning (treatment services) and we will work to recruit a Commissioning Manager to support him. Polly Newall (11 April) and Bianca Wilson (14 May) have joined as Research Managers and Jennifer Denchie (1 April) is now Education Officer.

GambleAware

Briefing note to RGSB

17 July 2018

A. GambleAware

- **Strategic delivery plan** – has now been published and will serve to guide our activities and spending priorities through to March 2020.
- **Fundraising Code compliance** – in light of concerns raised by a senior gambling industry executive about whether GambleAware was acting in accordance with the *Fundraising Regulator's Code of Fundraising Practice*, management sought legal advice to review the website and other materials used to raise funds from the industry.

Concerns raised focused on: i) GambleAware may pressurise unduly the industry to donate; ii) that there may be breaches of confidentiality obligations or data protection law, particularly in relation to publicising donation details; and, iii) that there may be attempts to encourage existing donors to switch their donations from other organisations.

The advice received makes clear: i) there is pressure but it is not undue in the context of the current RET arrangements; ii) GambleAware does not breach any duties of confidentiality by accepting donations only on the basis that they will be publicised; and, iii) although some aspects of the earlier FAQs about fundraising on the website might have been taken as such encouragement, this was not GambleAware's intention and the FAQs have been amended to ensure that no such intention can now be inferred.

B. Fundraising

- **Fundraising and cash-flow** – total donations for the 12 months to 31st March 2018 was £9,474,541 (£8.1m in 2016/17; £6.7m in 2015/16) plus £5 million of voluntary settlements. GambleAware will publish its first quarterly report of donations and pledges for 2018-19 at the end of July 2018.

C. Research, Education and Treatment

- **Research**
 - The framework on **gambling-related harm** has been finalised and agreed by the Commission. The Commission is leading the communication and engagement on this framework, with support as appropriate by GambleAware.

Commissioned:

- What works in gambling treatment - **systematic review of effective treatment** has been commissioned.

- After an extension of the deadline for the invitation to tender for a treatment delivery gap analysis (**a needs assessment for treatment services**), further bids have been received and evaluation of these is in progress.
- An **evaluation of the impact of Multi-Operator Self-Exclusion Schemes** and awareness and barriers to self-exclusion – evaluation of bids is in progress. The Commission is leading engagement with the industry schemes, with potential delays due to challenges with recruitment of users of self-exclusion via schemes.
- This year's call for applications for **PhD funding** has closed, with two applicants being interviewed. This is part of our programme of funding a PhD each year in order to build capacity for gambling studies.

Invitation to tenders:

- Tender has been issued for **Identification of the most risky gambling environments, products and characteristics: Providing the evidence needed to minimise gambling-related harms** - first phase on remote has been issued. This follows a briefing day to mobilise new suppliers in the market and generate stronger proposals. The Commission is leading on mobilising industry to provide data. Simultaneously, the best approach to establish a repository of industry data will be scoped. (This combines Project 4.2: Analysis to describe patterns of play on different gambling products and in different environments AND Project 4.3: Understanding consumer vulnerability by linking data on play with individuals' socio-economic background and attitudes to gambling)

➤ **Education**

- **Young People and Families:** GambleAware has written to the Education Minister, Nick Gibb MP, to reinforce our submission to the recent consultation on PSHE education and to seek to meet to discuss further the inclusion of gambling education on the curriculum as part of the wider delivery of risk and resilience work.
- **Fast Forward** has been commissioned to establish a Scottish Gambling Education Network, whose activity would focus on 5 key areas: informal education; youth employability; school-based education; further education; and parents and carers. This project is ambitious and aims to ensure that every young person in Scotland has the opportunity to learn about the risks related to gambling. It is envisaged that this would develop a model which could be tested and, if successful, be put out to tender for similar models in England and Wales in 2019/20.
- **Workforce Development**
 - **Citizens Advice** have been commissioned to deliver a national project to train debt advice workers and other professionals to identify and respond to gambling-related harm. The proposal builds on the work delivered from 2016 to 2018 by Newport CAB.
 - Posters have been displayed by **IDS-UK** in GP surgeries across Wales. Monitoring and evaluation of this activity is underway to better understand the impact of this type of work on both self-referral and GP awareness.

➤ **Treatment:**

- The development of the **Common Screening Tool** and the more detailed Specialist Screening tool continues under the leadership of David Best of Sheffield Hallam University.
- David Best's team has completed its audit of DRF data, identifying their strengths and weaknesses. This will inform decisions by GambleAware's Education and Treatment Committee about further data development work.
- A detailed business case and project plan for the **Leeds 'hub initiative'** is in preparation. The aim is to create an informed and joined-up network of prevention, early intervention and support for problem gamblers.
- Jeremy Hunt, the then Secretary of State for Health and Social Care unveiled a plaque to mark the 10th anniversary of the psychiatrist-led clinic for problem gamblers at Central and North West London NHS Foundation Trust, which GambleAware has supported from the outset. Given that he attended in a personal capacity, it is not clear whether his successor will take forward his commitments to host a round-table to look at the issue of closer working between NHS services and GambleAware-commissioned services, particularly in relation to suicide prevention.
- An approach by GambleAware was instrumental in getting the issue of gambling on the agenda for the National Suicide Prevention Strategy Advisory Board which is chaired by Professor Louis Appleby. DDCMS and RGSB gave a presentation supported by GambleAware and GamCam. A number of areas for joint work were identified, and the Board made suggestions in relation to research.

D. Trustees and personnel

- **Trustee recruitment** – following the resignation of Jim Mullen and the expected resignation of Henry Birch in June, as well as the planned departure of Alan Jamieson in the autumn, we are recruiting for up to three new trustees with skills in financials, commissioning treatment and research. Appointments will be finalised in September. In the meantime, trustees have agreed that there will no longer be any trustees working in the gambling industry.
- **Staff recruitment** – Ruth Champion joined GambleAware as Commissioning Manager on 9 July to support John McCracken, Director of Commissioning (treatment services). This brings the staff team at GambleAware to 13 members in total.

GambleAware

Briefing note to RGSB

19 September 2018

A. GambleAware

➤ RGSB position in relation to Safer Gambling Campaign

On 28 June, Sir Chris Kelly wrote to GambleAware expressing concerns relating to the need for an evidence-led approach, the need to avoid unintended consequences such as inadvertently promoting more gambling rather than safe behaviour, and the involvement of the industry in the development of the campaign.

Following a full response from Professor Sian Griffiths (13 July), Sir Chris Kelly wrote back to say: *"I regret to say, however, that it has not completely eased our concerns, particularly about the nature of the involvement of the Senet Group - though of course, as already indicated, we accept both that the industry has knowledge to contribute and that the campaign is likely to be more effective if it is consistent with other messaging."*

A meeting has been organised between GambleAware, RGSB, and DCMS for 24 September in an attempt to resolve this concern.

B. Fundraising

➤ As of 31st August 2018 total donations received and pledged for 2018/19 (excluding voluntary settlements): **£6.3million** (£3.3million in 2017/18). In addition, we have received voluntary settlements totalling **£1.4million**.

GambleAware now publishes quarterly donation details (company and amount received and/or pledged). The second quarter will be published in October 2018.

C. Research, Education and Treatment

➤ GambleAware will publish a comprehensive **Annual Review, 2017-18** in September to summarise the extent of its activities for the 12 months to 31st March 2018. Total expenditure was £8.3million.

➤ GambleAware has published a **Strategic Delivery Plan, 2018-20** setting out plans for doubling expenditure to £16million in each of the next two years – see [here](#).

D. Trustees and personnel

➤ **Trustee recruitment** – trustees are expected to make three new appointments on 27 September with Alan Jamieson stepping down his second three-year term. This will bring the total number of trustees to 11. Further recruitment is underway for one more trustee to strengthen the Board's expertise regarding the commissioning of treatment services; this is expected to be completed in the autumn.

- **Staff recruitment** – Zoe Osmond joined GambleAware as Campaign Manager on 28 July to support Iain Corby in the delivery of the 'safer gambling campaign'. Recruitment is underway for an Education Manager.

RESEARCH & EVALUATION DELIVERY CHART 2018/20

Grey = next phase, Orange = underway, Green = complete

	2018/19				2019/20				2020+
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Gambling-related harms									
Framework (adults)	Delivered								
Model for measuring harm	Awaiting brief								
Priority data areas	Awaiting briefs								
Gambling-related suicide		Brief	Commission	Deliver	Disseminate				
Stories of lived experience (GA brief)		Brief	Commission		Deliver				Disseminate
Young people and gambling-related harms	Deliver								
Patterns of play									
Phase 1: Exploring online patterns of play	Brief	Commission		Deliver					
Phase 2: Patterns of play in other sectors	Not yet planned								
Repository of industry data: scoping (GA brief)		Brief	Commission	Deliver					
Changes in gambling behaviour over time									
Longitudinal study: scoping			Brief	Commission	Deliver				
Longitudinal study	Not yet planned								
What works in (industry) harm minimisation									
Self-exclusion: all schemes		Brief	Commission	Deliver				Disseminate	
Innovation (all sectors) - testing	GA requested rescope		Replan		Deliver				Disseminate
Remote gambling - testing	Deliver				Disseminate				
Improving quality and capacity of treatment									
What works in treatment - systematic review	Commission	Deliver			Disseminate				
Gap analysis and needs assessment	Commission		Deliver			Disseminate			
Evaluation of quality/effectiveness GA services		Revised brief	Commission		Deliver				
Education and prevention									
What works in preventative education: review	Not yet planned								
The effect of advertising	Deliver				Disseminate				
Innovative applied research									
Open call		Brief	Commission		Deliver				
Families and young people									
Risk and protective factors in families	Delivered								
Parental influence - ALSPAC	Delivered								
Families: Impact, coping, support, recovery	Delivered								
Longitudinal - adolescence and early adults	Deliver				Disseminate (all families and young people research)				
PhDs									
2018 award	Awarded								

Research

GAMBLEAWARE RESEARCH AND EVALUATION DELIVERY CHART 2018/20

Grey = next phase, Orange = underway, Green = complete

	2018/19				2019/20				2020+
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Evaluation of GambleAware initiatives									
GA Brand - public and stakeholder views		Brief	Commission	Delivery					
Epic (military and prison) & Newport CAB		Delivery							
Education (Fast Forward and CAB and other projects)	Awaiting programme plans								
Safer Gambling Campaign						Commission	Deliver		Deliver
Review of research grant-making policies and processes		Commission		Delivery					
*Note evaluation of GambleAware treatment system is covered in research programme									

Evaluation of GambleAware initiatives

Research and Evaluation – Highlights, issues and decisions

Gambling-related harms

- Framework on Gambling-related harms in adults published.
- Development of framework for gambling-related harm for young people in draft, and development of questions on harms for Young Peoples Omnibus in 2019 underway (Ipsos Mori).
- ‘Gambling-related suicide – data analysis and scoping’ has been awarded to two teams: Dr Heather Wardle (independent researcher) and Sally McManus (NatCen) and Professor Simon Dymond, Professor Ann John, Dr Stephen Roberts (Swansea University) with Gambling with Lives, due for delivery end of March 2019.
- Awaiting overview of next phase and briefs for measurement of social impact from GC.
- Brief for inclusion of lived experience of gambling related harm ready for commissioning (GA project).

Changes in gambling behaviour over time

- Brief from GC for scoping of longitudinal received in November – due for discussion at November Research Committee.

Patterns of play

- ITT for the first phase (remote) has attracted 10 bids and we are in the process of shortlisting for interview on 19 November.
- Independent repository of industry data – engagement with CDRC at University of Leeds and scoping for an independent data repository is underway.

Industry-based harm-minimisation

- Ipsos Mori has been appointed for the first phase of the research ‘Awareness and barriers to self-exclusion’ and to scope the evaluation of the impact of Multi-Operator Self-Exclusion Schemes.
- Behavioural Insights Team has completed the first phase of developing and testing remote industry interventions into risky play and is planning the second phase.
- GA requested guidance from GC on needs from testing of innovative harm-minimisation across sectors. In November GC gave direction to focus on messaging. The research will now be replanned with Revealing Reality and Behavioural Insights.

Treatment

- Systematic review of evidence for effective treatment and support has been awarded to University of Huddersfield and Flinders University (Australia) and is due to report in March 2019.
- Treatment delivery gap analysis (a needs assessment for treatment services) has awarded to two suppliers - NatCen and ACT Recovery (Sheffield Hallam University) and is due for delivery beginning of QS 2019.
- ITT for a strategic partner for the evaluation of GambleAware-funded treatment and support services is being finalised and targeted suppliers are being mobilised.

Prevention and education

- Gambling Commission has indicated they do not wish to initiate additional research in this area until after the publication of their new national strategy.
- Impact of gambling-related marketing - Ipsos Mori and the University of Stirling are on-track to complete as planned at the end of March 2019, with the exception of the survey strand due to significant delays with obtaining sample from DWP. GA are working with the Gambling Commission to develop a dissemination plan to ensure we manage risks associated with this project and to ensure we reach all those who could use the findings.

Innovative applied research

- (GambleAware Open Call) ITT has been issued alongside two engagement events (London and Sheffield) to fund up to £2 million of research that brings new ideas and approaches to the field of gambling-related harms, as well as to provide an opportunity for researchers and professionals from other fields to get involved with its work.

PhD

- Funding has been awarded to Jamie Torrance at the University of South Wales for a doctoral thesis into the development of harm reduction interventions for bespoke risk environments in the changing gambling and gaming landscape.

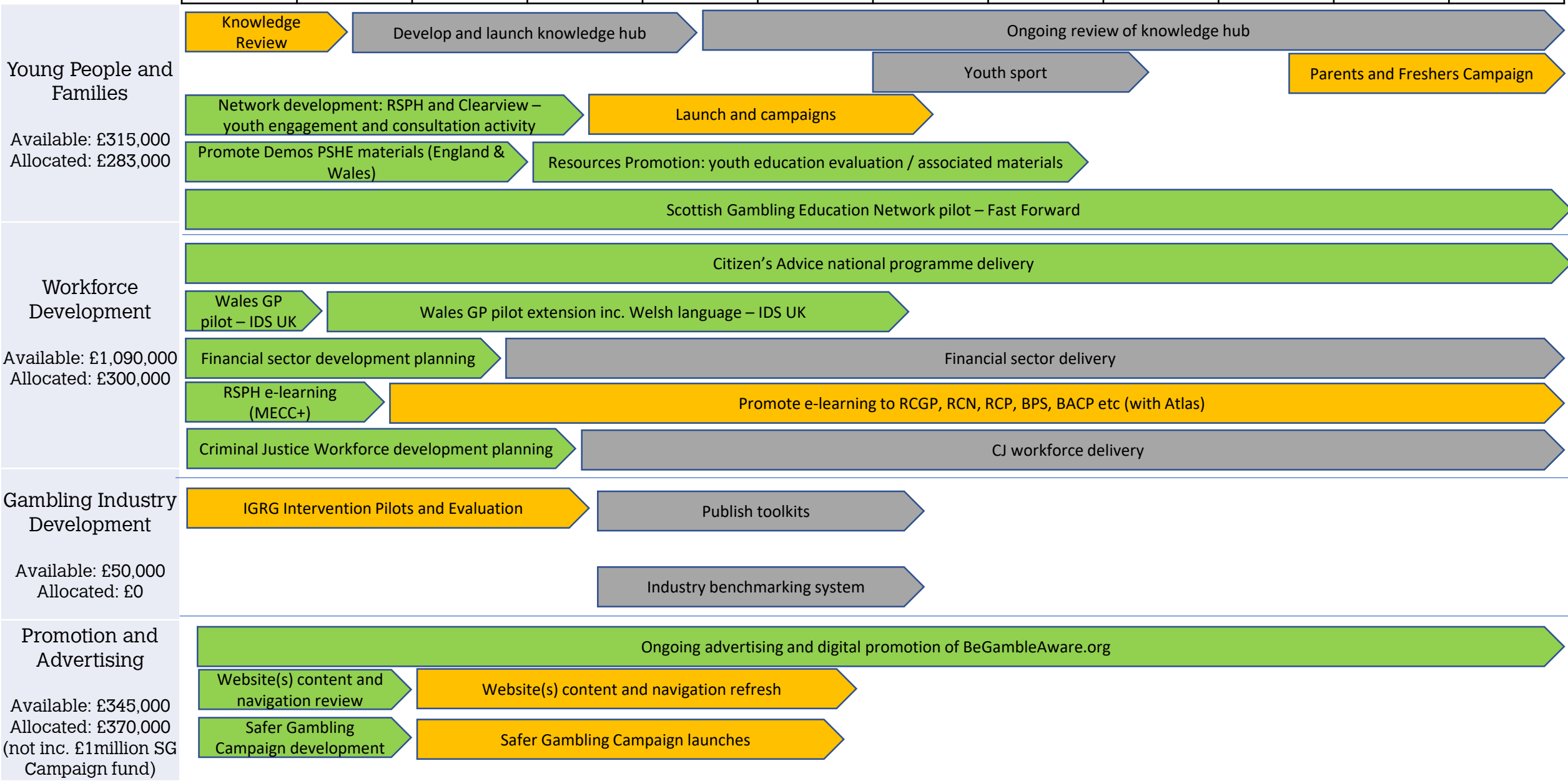
Independent research centre - engagement and planning is underway.

Evaluation of GambleAware initiatives

- All major GA initiatives are subject to evaluation.
- GA position and brand: work is underway to better understand current levels of prompted and unprompted awareness of GambleAware and BeGambleAware.org; perceptions of and attitudes towards both brands; people's understanding of what both brands do; what people expect of both; whether people understand the relationship between GambleAware and its partners. The project will also identify perceived strengths and weaknesses of GambleAware brand(s); and provide some key recommendations for enhancing strengths and addressing challenges and weaknesses of the brand.
- Review of research grant-making policies and processes: this is being undertaken with an independent consultant to ensure alignment with strategic objectives, best practice, efficiency and that they enable the delivery of quality, impactful research.

EDUCATION DELIVERY CHART 2018/19

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
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Education - Highlights, issues and decisions

Young People and Families

- **Fast Forward** have recruited two members of staff to support Chiara Marin to deliver the Scottish Gambling Education Hub project, which started delivery on 5 November. We are working closely with FF to establish KPIs and to plan for evaluation.
- The **Royal Society for Public Health** and **Clearview Research** are both making good progress in data collection as part of the work funded to consult with young people, and in Clearview's case specifically young BAME people, about their attitudes and experiences relating to gambling. Both projects are expected to be ready to share initial findings in time for our conference, and to produce final reports early in 2019.
- Discussions are underway with **Parentzone** to explore how we might work together to establish guidance and support for parents around gaming and gambling, building on their report on [Skin Gambling](#) which was published in June 2018. Alexander Kallman attended Parentzone's annual conference where a key focus was on gaming.
- Discussions are also continuing with the **PSHE Association** to extend their guidance on successful PSHE teaching to offer resources to support gambling education, with a particular focus on how to safely use people with lived experience to deliver education in schools.
- Lord Storey, Liberal Democrat spokesperson on Children and Young People, has sponsored a **House of Lords** round table event on 'The Impact of Gambling on Children and Young People'. SG and MWE both spoke at the event.

Workforce Development

- **Citizens Advice** began programme delivery on 1 October and have very quickly moved to commission the first tranche of regional hubs; the deadline for applications from Local Citizens Advice was 16 October. We are working closely with CA to establish KPIs and to plan for evaluation.
- GambleAware had an exhibition stand at the recent **Citizens Advice** conference (11 and 12 October) which was shared with GamCare. The Gambling Commission were also in attendance. This proved a very good way to engage informally with local teams who were preparing bids to become a regional hub. There was a marked difference in interest and engagement in issues related to gambling compared to our attendance at last year's event, often attributed to the fact that CA now include a code for gambling in their database of presenting issues, which has raised awareness at a local level.
- The **Royal Society for Public Health** has completed development of an eLearning module aimed at health education professionals to encourage the inclusion of gambling conversations in their approach to making every contact count (MECC), which will be launched on 14 November. In commissioning this project, GambleAware received complimentary sponsorship of the RSPH Health and Wellbeing Awards, which was attended by MWE, JR, JM, and representatives from a number of our funded agencies.
- JR and JM met with the **Substance Misuse Management Good Practice (SMMGP)**, a membership body made up of doctors, keyworkers, psychiatrists, psychologists, nurses, pharmacists, peer mentors, and expert patients, to discuss how gambling could be included in their remit. They have a track record of producing RCGP endorsed eLearning and training for their members. Discussions are ongoing.

Gambling Industry Development

- GambleAware supported the Industry Group for Responsible Gambling's "**RG Week**" from November 1-7th. BeGambleAware.org hosted pages explaining the week, there was a "splash" on the homepage highlighting it, and our existing digital marketing budget supported the week for its duration.
- We added £15k to the budget to measure the increase in traffic to the site.

Promotions and Advertising

- **Fat Media** continue their work to engage stakeholders to understand better what they expect to see from our suite of websites. It is anticipated that this consultation work will finish at the end of November and a report and recommendations will be received shortly after this for improvements to our online presence. It is likely that a request for additional budget will be made to allow us to swiftly implement the recommended changes to ensure our websites have appropriate content and navigation when the advertising campaign activity is launched.
- The £40k campaign to raise awareness of the National Gambling Helpline and BeGambleAware.org around **Aberdeen** is proceeding to schedule, and will launch on buses, radio, online and in colleges and universities in November. The RCA Trust has been funded £60k to manage any increase in demand, and unused funding will supplement provision across Scotland. Given the interest in this experiment, we are considering adding comprehensive evaluation at an extra cost of £12,500.

Other

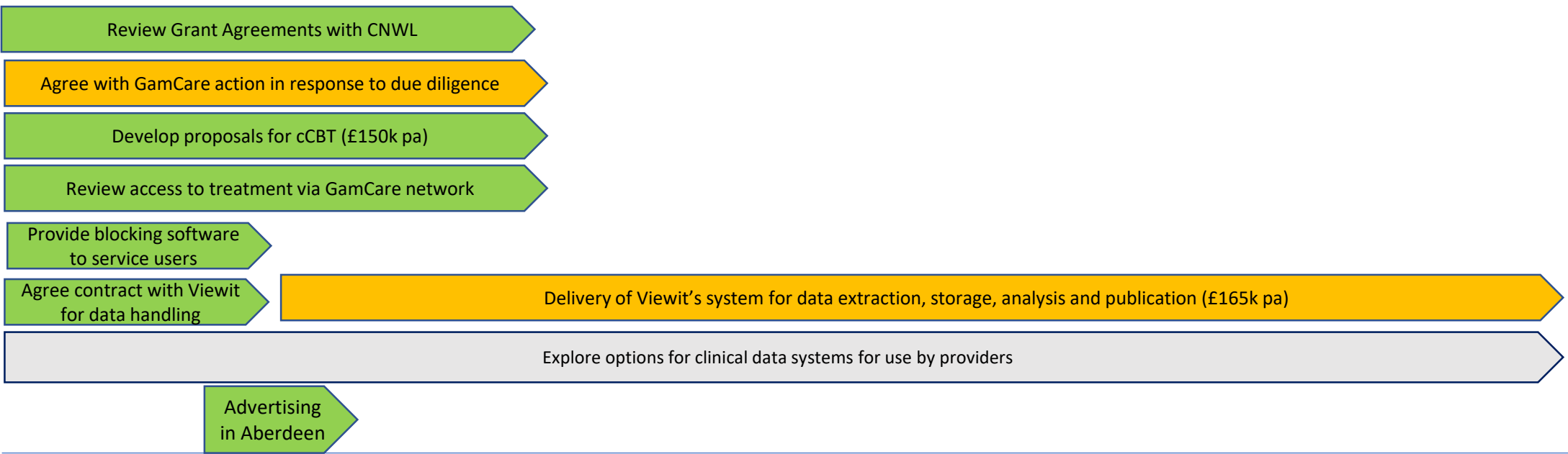
- **Staffing: Education Officer** - Jennifer Denchie started her maternity leave on 29 October. We will advertise a 12-month fixed term position to provide maternity cover for Jennifer's role while she is away.
- **Staffing: Education Manager** – a recent round of recruitment was not successful in identifying a suitable candidate for this role. The position will be re-advertised.

TREATMENT DELIVERY CHART 2018/19

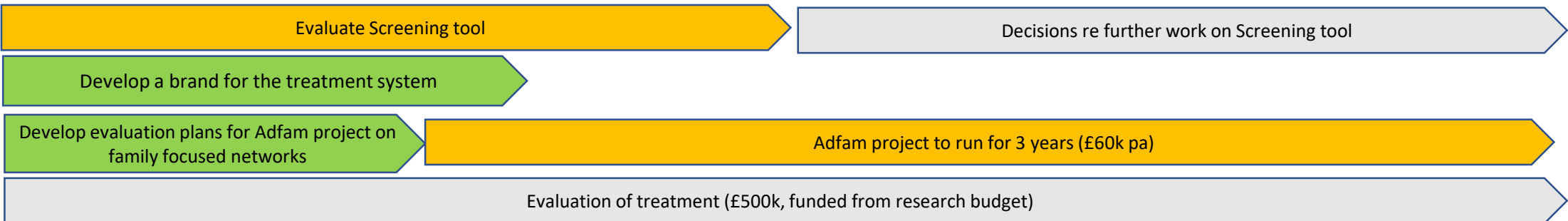
Grey = initial planning, Amber = advanced planning, Green = underway

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
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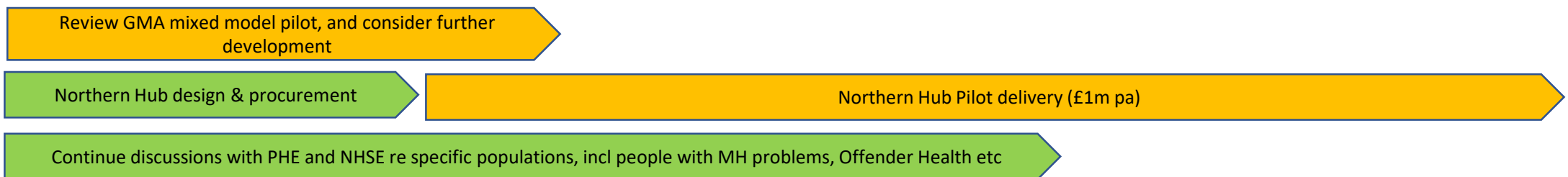
Develop and embed the system GambleAware has commissioned for the next 3 years



Building a shared responsibility



Specialist provision



Treatment – Highlights, issues and decisions

Develop and embed the system:

- The three-year **Grant Agreement** with **CNWL** is now in its second year. Trustees will shortly need to decide whether they are content to extend this agreement beyond three years.
- Shortly after the signing of their Grant Agreement this year, GamCare embarked on a process of due diligence with their network partners. The information provided by partners is currently being reviewed and over the coming months, GambleAware's commissioning team will be agreeing with GamCare the action needed to be taken.
- GamCare has identified scope to broaden the range of services offered to people seeking treatment for problem gambling with the addition of the option of computerised Cognitive Behavioural Therapy. Trustees have approved, subject to the software contract being subject to open tender.
- At GambleAware's request, GamCare has begun reviewing equity of access to face-to-face counselling across GB. The results of this exercise and proposals to address inequity will be developed for Trustee consideration.
- Following approval by trustees to recommence the contract with Viewit to operate the Data Reporting Framework, a new contract is currently being negotiated.
- An advertising campaign in Aberdeen will test the possible expansion of demand that might arise from the Safer Gambling Campaign.

Building a shared responsibility:

- Further enhancements to data, including improved outcome monitoring, will be constrained until there are better clinical data systems in use by providers. Once the DRF capability has been restored, GambleAware's commissioning team will explore options to bring before trustees.
- Outcome monitoring has also been envisaged as one aspect of the GAST-S screening tool. The report on GAST-S has been received from Sheffield Hallam University but GambleAware staff have identified a need for further analysis to inform decision-making.
- Following approval in 2017 that there should be an overarching brand for the treatment system, and following the decision by trustees that work should be undertaken to test proposed names, this activity is still in progress.
- Following trustee approval to fund Adfam to develop family-focussed networks, detailed plans for evaluating the project are being worked-up by GambleAware's Research and Commissioning teams in conjunction with Adfam.
- An ITT is being prepared for a strategic partner for the evaluation of gambling treatment.

Specialist provision:

- Following the appointment by GMA of a new Director of Operations, discussions about further development of their mixed model of care will resume.
- The development of an NHS Northern Problem Gambling Clinic has been announced, with plans for it to go live in April 2019.
- GambleAware is engaging with DHSC, PHE, NHSE, and their devolved equivalents, at all levels to improve coordination between the national gambling treatment system and the NHS and other statutory services. PHE's campaign on *Every Mind Matters*, launched on 10 October to coincide with World Mental Health Day includes significant discussion of gambling and a link for people who want to explore treatment options. GamCare is currently mapping activity by partners on offender health.