

Meeting of the Responsible Gambling Strategy Board Away Day: 10 January 2017

Venue: Thistle Euston Hotel, 43 Cardington Street, London, NW1 2LP

Time: 09.00 – 17.00

Attendees: David Forrest (DF), Ian Gilmore (IG), Hermine Graham (HG), Russell Hoyle (RH), Richard Ives (RI), Chris Kelly (CK) (Chair), Rachel Lampard (RL), David Miers (DM), Simon Tanner (ST), Heather Wardle (HW)

In attendance: Marc Etches (ME), Iain Corby (IC), Paul Hope (PH)
[Staff names of those other than the Leadership team have been redacted]

Ref	Action:	Status	Minute number / Page
48	Secretariat to discuss the specific requirements of the industry CEO meeting with CK and RH and organise	On hold	4.3/p.2
49	Secretariat to review the current Research Programme to ensure the research question(s) and methodology is correct.	Ongoing	5.3/p.2
50	RGSB and GambleAware to consider the intended impact of each research project and how the findings can be disseminated in a more innovative and engaging way.	Ongoing	5.3/p.3
51	Secretariat to update the forward plan to reflect the priorities and actions agreed and share with Board.	Complete	6.1/p.3
52	Secretariat to progress discussions with the governance team in the Gambling Commission to convene a meeting between RGSB and the Gambling Commission Board	Complete	7.2/p.3

1. Apologies and declarations of interest

- 1.1 There were no apologies and no declarations of interest.
- 1.2 CK welcomed Dr Hermine Graham (HG) to her first meeting as a Board member and to [], the new RGSB administrator. Brief self-introductions were made for the benefit of new members.

2. Minutes and matters arising from 16 November 2016: RGSB 17 01 (01)

- 2.1 The minutes of the previous meeting were approved. There were no matters arising.

3. Introduction/purpose of the day: RGSB 17 01 (02)

- 3.1 CK set out the purpose of the away day which was primarily to agree our priorities for the year ahead, and offered Board members the opportunity to reflect on any key points raised at the discussion over dinner the previous evening.

4. The National Responsible Gambling Strategy – review of progress: RGSB 17 01 (03)

- 4.1 [] introduced this item and reminded Board members of the commitment in the National Responsible Gambling Strategy for RGSB to publish an annual review of progress on the delivery of the strategy. The report would cover the period from April 2016 to end March 2017 and the aim would be to publish in April 2017. The progress report would be a short high-level document covering:

- relevant statistics and published data
- key milestones achieved and activities delivered
- evidence of progress and impact
- an assessment of whether implementation is on or off track.

- 4.2 Board members considered: where they felt the gambling industry and other stakeholders were in terms of their contributions towards delivering the strategy, significant achievements to date, and where progress has been less satisfactory. The Board also considered the structure of the report, possible content and issues of tone and agreed that the report should be a robust but fair review of progress, celebrating achievements where that was valid.

- 4.3 It was recognised that aside from specific visits to operators, the Board has very limited direct contact with industry and it was recommended by RH that a meeting with a small number of the largest operators be convened as a matter of priority.

Action: Secretariat to discuss the specific requirements of the industry CEO meeting with CK and RH and organise.

5. Setting research priorities: RGSB 17 01 (04)

- 5.1 [] from the National Lottery team at the Gambling Commission delivered a short presentation on a piece of research they had undertaken with Ipsos MORI looking at player information, specifically gathering insights into how consumers formulate their decisions about gambling. The presentation explained how the research was devised, what it found, and how it is being used.

- 5.2 The purpose of this presentation was to encourage the Board to reflect on different, more innovative ways that future research could be scoped to generate the evidence needed to fulfil the commitments in the National Responsible Gambling Strategy.

- 5.3 Board members were complimentary about the presentation which they felt was thought-provoking. They also agreed that RGSB should be more open minded about what counts as evidence and advised against focusing too heavily on quantitative data at the expense of other sources.

Action: Secretariat to review the current Research Programme to ensure the research questions and methodology are correct.

Action: RGSB and GambleAware to consider the intended impact of each research project and how the findings can be disseminated in a more innovative and engaging way.

6. Where should we focus our priorities and resources in 2017: RGSB 17 01 (05)

6.1 The Board considered what topics it wanted to focus on in more detail over the next 12 months to ensure that it is able to respond to current policy and political issues, as well as having the ability to think through longer-term challenges. The topics considered included: remote gambling, marketing and advertising, young people and gambling, vulnerable consumers, education and prevention and emerging products. The Board also considered how best to manage the work given its limited resources and how to ensure that its forward plan is sustainable and achievable.

Action: Secretariat to update the forward plan to reflect the priorities and actions agreed and share with Board.

7. How we work: RGSB 17 01 (06)

7.1 The purpose of this session was to look at how RGSB works as an expert Board and how the secretariat can support RGSB more effectively. There were two specific elements to the discussion, firstly, how can RGSB influence others so that progress with implementing the National Responsible Gambling Strategy is accelerated, and secondly, how can the Board maintain and develop its expert voice on priority topics and issues.

7.2 A number of suggestions for improvement were made, including making sure that future visits to operators and other industry bodies are recorded, managing the balance of items on meeting agendas, keeping the Board membership under ongoing review, making greater use of sub-groups (either real or virtual), and finding more ways for Board members to interact with specialists across the Commission.

Action: Secretariat to progress discussions with the governance team in the Gambling Commission to convene a meeting between RGSB and the Gambling Commission Board.

8. Reflections from the day and next steps

8.1 CK summarised the main discussion points from the day and the priorities for the year ahead. The secretariat would write up a note of the meeting including any actions points, and update the Board forward plan for review before finalising.

8.2 CK reminded Board members that all meetings for the remainder of 2017 would be held in the Thistle Hotel, Euston.

Next meeting: 10.00-14.00, Wednesday 29 March 2017, Salisbury Meeting Room, Thistle Euston Hotel, 43 Cardington Street, London, NW1 2LP