

# Minutes of the meeting of the Responsible Gambling Strategy Board held on 15 January 2013

Venue: Government Art Collection, Queens Yard,  
Tottenham Court Road, London  
Time: 10.15am

**Present:**

Paul Bellringer	PB
Henrietta Bowden-Jones	HBJ
Russell Hoyle	RH
Richard Ives	RI
David Miers	DM
Brian Pomeroy (Chair)	BP
Gerda Reith	GR
Eleanor Roaf	ER

**In attendance:**

Ruth Callaghan	RC
Marc Etches	ME
Rebecca Sutherland (minutes)	RS

**Apologies**

Chris Bell	CB
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<b>Ref</b>	<b>Action:</b>	<b>Status</b>	<b>Minute number / Page</b>
82	BP to raise the concern of future Trust appointments at the next RET Chairs' meeting in February.	Done	4.2/ page 3
83	RC to discuss timescales of the redevelopment of the Gamble Aware website with ME and Jane Rigbye.	Done	4.3/ page 3
84	ME to provide an update regarding Gamble Aware website at March Board meeting.	Done	4.3/ page 4
85	Board members to submit suggestions to RC for future speakers and presentations.	In hand	5.2/ page 4
86	ME to provide a copy of the commissioning paper to Board in March for discussion and share drafts in advance to the secretariat.	In hand	6.3/ page 4
87	RC to enquire whether Gambling Commission colleagues involved in customer interaction work could provide feedback sooner than May Board meeting.	Done	7.6/ page 5
88	Board members to provide a response to the social gaming research and a paper to be produced for the March Board meeting.	Done	8.4/ page 5
89	ER to help secretariat draft a paper which documents the opportunity on public health and sets out opinions for next steps.	Done	10.7/ page 6
90	HBJ agreed to pass the contact details of Stefan Gold, Gamblers Anonymous to RC	Done	13.1/ page 7

## **1. Apologies**

1.1 Apologies were received from CB.

## **2. Declaration of interest:**

2.1 HBJ declared a dinner invitation with Simon Thomas (Hippodrome Casino).

2.2 There were no other declarations of interest.

### **3. Minutes and matters arising: RGSB 13 01 (01)**

- 3.1 The minutes from 12 November 2012 were subject to an amendment.
- 3.2 The minutes will be amended to reflect that the Responsible Gambling Strategy Board (RGSB) had expressed concerns that the post of Director of Commissioning by the Responsible Gambling Trust (the Trust) had not been advertised.

**Update** – minutes from 12 November 2012 amended.

- 3.3 Progress on actions was discussed.
- 3.4 BP provided the Board with an update on the newly recruited Chair, Sir Chris Kelly. The new Chair will be meeting with each Board member shortly.
- 3.5 RC informed the Board that DCMS will be publishing the Triennial Review consultation and the Select Committee response today.

### **4. Update from the Responsible Gambling Trust: RGSB 13 01 (02)**

- 4.1 ME introduced and set out the key points from the delivery report including progress on fundraising, cash-flow forecast, research and programmes of work from the Trust:
- As of 14 January 2013, £5m has been raised/pledged to the Trust
  - The target is still £6m
  - The Trust has appointed Jane Rigbye as Assistant Director of Commissioning
  - Hillary Stewart-Jones has been appointed as the Trust's fifth independent Trustee and Director
  - The Trustees approved making the Chair [of the Trust] a non-voting role
  - Neil Goulden will continue in the role of Chair. Consideration is being given to the appointment of a senior independent Trustee to oversee governance of Trust research.
  - Machines 2 has been peer-reviewed and, following further discussions with NatCen, a report will be submitted to the Trustees in March if possible, but more likely in May 2013.
  - The report from Manchester Metropolitan University (MMU) has been peer-reviewed following concerns about quality and these are being discussed with MMU.
  - Alan Jamieson, Trustee of RGT is providing leadership for the redevelopment of the Gamble Aware website and is working closely with Jane Rigbye on delivering this project.
  - The National Clinician's Network Forum met in December 2012, chaired by Alan Jamieson.
- 4.2 Board members expressed concerns regarding the Trust's decision to not advertise the post of Assistant Director of Commissioning and wished this to be fed back to the Trustees.

**Action** – BP to raise the concern of future Trust appointments at the next RET Chairs' meeting in February.

- 4.3 Members had provided feedback to the Trust on the Gamble Aware test site. ME addressed concerns about whether this had been received and actioned. ME to provide a progress update to the March Board meeting.

**Action** – RC to discuss timescales of the redevelopment of the Gamble Aware website with ME and Jane Rigbye.

**Action** - ME to provide an update regarding the Gamble Aware website at the Board meeting in March.

- 4.4 ME provided an update on the Machines 3 research to the Board which has been commissioned in principle.
- 4.5 It was noted that DM will chair the Trust's Machines Research Oversight Panel. It was noted that a change of name from Research Expert Panel would prevent any confusion with the RGSB panel of the same name.

## **5. Forward plan: RGSB 13 01 (03)**

- 5.1 RC updated the Board on key achievements and progress over the period 13 November 2012 to 15 January 2013:
- A paper on marketing and advertising will be brought to the Board meeting in March. [Post meeting note- now postponed to May 2013 due to a large number of items for March Board meeting.]
  - Initial work has begun on understanding vulnerable groups and a paper will be brought to the Board meeting in March.
  - Board members to suggest speakers and presentations for future meetings
- 5.2 The Board noted the forward plan.

**Action** – Board members to submit suggestions to RC for future speakers and presentations at meetings.

## **6. Response to the Strategy: RGSB 13 01 (04)**

- 6.1 The Board noted the Gambling Commission's (the Commission's) response to the Strategy.
- 6.2 Media interest in the Strategy and the Commission's response has been minimal.
- 6.3 The Trust is yet to respond to the Strategy. ME informed the Board that the Trust will be producing a commissioning plan which will be guided by the Strategy. The Board requested sight of the commissioning paper in March 2013.

**Action** – ME to provide a copy of the commissioning paper to Board in March for discussion and share drafts in advance to the secretariat.

## **7. Customer interaction: RGSB 13 01 (05)**

- 7.1 RC introduced the paper on customer interaction.

- 7.2 The Board discussed player tracking through technological interventions, the use of loyalty cards and staff training.
- 7.3 The paper 'How to approach customers that have lost a lot of money' (Holmstrom, 2012) presented at EASG conference may be useful.
- 7.4 DM explained that it is possible to undertake a NVQ in gambling operations. It was suggested to obtain a copy of the learning outcomes of this course to see if customer interaction is included.
- 7.5 A preparatory discussion needs to take place with RGSB and the Commission.
- 7.6 It was noted that Commission colleagues involved in this work be asked whether they could provide feedback to RGSB sooner than May Board meeting.

**Action** – RC to enquire whether Commission colleagues involved in customer interaction work could provide feedback sooner than May Board meeting.

## **8. Social gaming: RGSB 13 01 (06)**

- 8.1 RC introduced the paper which set out the key issues arising from the social gaming expert seminar (the seminar) held on 3 December 2012.
- 8.2 The Board noted the draft notes of the seminar.
- 8.3 A draft of the review into social gaming (commissioned by the Gambling Commission) was provided to Board Members for information.
- 8.4 The Board is to provide a response to the research. This will form a paper for the Board meeting in March.

**Action** – Board members to provide a response to the social gaming research and a paper to be produced for the March Board meeting.

## **9. Advice on Gambling Commission research: RGSB 13 01 (07)**

- 9.1 RC introduced the paper on research issues which the Commission is likely to ask the Board.
- 9.2 The Board discussed the PGSI short-form. Board members had concerns regarding the sample size of the omnibus survey.
- 9.3 The Gambling Commission will commission a report on the two Health Surveys (Health Survey for England and Scottish Health Survey) comparing the prevalence survey time series. A paper setting out these issues in more detail will be provided at Research Expert Panel in February.
- 9.4 Secondary analysis of British Gambling Prevalence Survey (BGPS) machine players has been shared with DM and will be shared with Machines Expert Group (MEG) as it prepares its advice on the Triennial review.
- 9.5 National Lottery Commission (NLC) young persons' omnibus is commissioned as part of the NLC compliance activities. The Board discussed who would take responsibility for this piece of research once the merger takes place between

the Gambling Commission and the NLC. RGSB does have interest in this area and would be keen to provide advice on additional questions for the existing questionnaire. It was agreed that the Young Persons' Group would take a lead on this.

- 9.6 Future measurement of gambling and problem gambling prevalence is an area of interest to the Commission. The potential of synthetic estimation, social indicator modelling and harm impact measurement was discussed.

## **10. Changes to NHS and public health commissioning: RGSB 13 01(08)**

- 10.1 ER provided the Board with an update on changes to the NHS and public health commissioning.
- 10.2 Health and Wellbeing Boards (HWBs) have been established as a forum to improve health and wellbeing of the local population and reduce health inequalities. These will be borough based.
- 10.3 HWBs will bring together Clinical Commissioning Groups (CCGs) and local authorities to develop a shared understanding of health needs in the local area.
- 10.4 There is a greater opportunity for gambling-related harm to be discussed at HWBs and included as a local priority. Local authorities will be concerned with treatment of gambling addiction but also the social and health impacts of gambling-related harm, and economic impact of gambling on the local economy.
- 10.5 The Board discussed how problem gambling can be addressed at HWBs. ER suggested personalising data to the local area (through synthetic estimation, a technique commonly used in the health field). HBJ suggested meeting with senior people within the HWBs.
- 10.6 It was agreed that RGSB complete some preliminary work to identify opportunities going forward and identify social and health impacts of gambling-related harm which will allow dialogue with HWBs.
- 10.7 ER to help secretariat draft a paper which documents the opportunity and sets out opinions for next steps. This will be presented at March Board meeting and the Commission to be advised that RGSB thinks opportunities provided by the changes need to be explored.

**Action** – ER to help secretariat draft a paper to be presented at March Board which documents the opportunity and sets out opinions for next steps.

## **11. Harm prevention issues**

- 11.1 Young Persons Group:
- RC provided an update to the Board on the Young Persons' Expert Group (YPEG).
  - An initial planning meeting will take place on 21 January.

- RC feedback her discussion with Professor Stephen Heppell. Professor Heppell has agreed to be part of YPEG.

#### 11.2 Self Exclusion Group:

- PB provided an update to the Board on the Self Exclusion Group (SEG). HBJ and RH have agreed to be involved in this group.
- A preliminary meeting is planned for 5 February 2013 which will follow HBJ seminar on the same topic

## 12. Expert group feedback

### Minutes from the Machines Expert Group: RGSB 13 01 (09)

- 12.1 The Board noted the draft minutes from the Machines Expert Group meeting held on 11 December 2012.
- 12.2 DM raised an outstanding point regarding the availability of data on clients from the National Problem Gambling Clinic (NPGC). HBJ indicated that this did not need to be referred to the Trust, rather she would be looking to other independent researchers so that the data can be analysed.

## 13. AOB

### Gamblers Anonymous fundraising

- 13.1 HBJ explained that Gamblers Anonymous had indicated that they are considering raising funds. HBJ agreed to pass on the details of her contact to RC

**Action** – HBJ agreed to pass the contact details of Stefan Gold, Gamblers Anonymous to RC.