

## Responsible Gambling Strategy Board – quarterly update

For Board approval	
For Board briefing	
For Board steer	
For Board information	

**Prepared by:**

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## Executive summary

1. This quarterly update on the progress of the Research, Education and Treatment (RET) arrangements provides an update under these headings:
  - Governance arrangements
  - Development of RGSB advice
  - Progress against the Strategy.
2. Board is invited to note the update.

## Issues

### Governance arrangements

3. The RGSB Board held a Strategy awayday on 21 July and subsequently met on 22 September and 14 October. The Strategy was the focus of all three meetings. The Trust met on 8 July and 7 September. The RET Chairs (Philip Graf, Chris Kelly, and Neil Goulden) met formally on 29 September.
4. The Trust's Research Committee met on 25 August and 8 October. While a significant amount of work goes into articulating with the Trust what research is needed we have identified the need to formalise these processes and make them more transparent. The RGSB team are working on a 'commissioning protocol' with the Trust which proposes that the RGSB Strategy is translated into a subsequent detailed 'research strategy' and a series of published 'research briefs'.
5. The shared Project Forum, consisting of officials between the Commission, RGSB and the Trust met on 15 September and 14 October. Main areas of discussion and joint working include measuring harm, a joint seminar on gambling-related debt, research monitoring and research briefings.
6. The external RGSB Advisory Group met on 15 April at which Chris Kelly announced that RGSB would shortly be consulting on its new Strategy for 2016-17 to 2018-19. An initial round of consultation took place in which Advisory Group members were asked for their views on the adequacy of the existing Strategy, in particular:
  - What has worked well?
  - What has not worked very well?
  - What the strategic priorities should be for the next three years?
  - What is missing from the current strategy?
7. A number of written responses were received and these were supplemented with follow-up meetings with stakeholders in early July to discuss specific issues. A series of meetings were also planned with the Commission – to ensure that policy issues and forthcoming Commission priorities shape the document. In addition, RGSB has been engaging with the Trust and will continue to do so over the coming months to ensure that the new Strategy aligns with current and planned Trust work programmes.
8. Gerda Reith and Chris Bell ended their terms with the Board in July. Rachel Lampard, Dr Heather Wardle, Professor Sir Ian Gilmore and Professor David Forrest all joined the Board in July.

## **Development of RGSB advice**

### ***Strategy update***

9. The existing 2013-14 to 2015-16 Strategy, published in December 2012, is in its final year, and we are in the process of consulting on priorities for a new three year strategy for 2016-17 to 2018-19. On 21 July 2015 RGSB held an away day to reflect on the successes and weaknesses of the current strategy, to review whether the existing priorities were still relevant, to consider feedback from key stakeholders and industry operators and to begin to identify key themes for the new Strategy. This was followed by further RGSB meetings in September and October where Board members spent a considerable amount of time drafting detailed content for the new Strategy.
10. A draft of the new Strategy will be made available to Commissioners in early November when a six week consultation period with key stakeholders begins. This is the first time RGSB will have consulted formally on its Strategy. Chris Kelly will attend the Commission's Board meeting on 3 December to discuss the Strategy and stakeholder feedback ahead of producing a final document in early 2016. A copy of the full strategy development timetable is attached the Annex.
11. The Strategy for 2016-17 to 2018-19 differs to the existing document. It promotes a shared ownership of the Strategy, which we hope will be achieved through the planned consultation and ongoing stakeholder discussions. It acknowledges the changes since the last document; namely, that the industry has stepped up the pace in addressing its social responsibility approach, technological advances, the changes to regulation (LCCP and other regulations) as well as the continued growth in advertising, and it commits to a more open and accountable dialogue going forward.
12. A review of progress with the existing Strategy highlights that insufficient progress has been made in assessing the overall need for treatment, promoting gambling as a public health issue, understanding and targeting help at those most in need, and developing our capacity to commission and deliver high quality gambling research. Previous versions of the strategy have listed eight key priorities for action however these priorities were not translated into an action plan, nor were responsibilities for taking them forward always made clear. RGSB's view is that the existing eight key priorities currently underlying the 2012 strategy are no longer appropriate and the new Strategy currently proposes 16 specific actions to be delivered in the next three year period. These are set out under the following four objectives:
  - Objective 1: Increased understanding of gambling behaviour and of gambling-related harm
  - Objective 2: Building the evidence base on harm prevention and treatment
  - Objective 3: Ensuring effective evaluation
  - Objective 4: Building capacity and improving quality.
13. These objectives and the specific priority actions to deliver them will, for the first time, be translated into an implementation plan with lead organisational responsibility aligned to each action.

### ***Machines research***

14. The Trust is now progressing a series of projects to further analyse the loyalty card and player data captured as part of the machines research programme. They have also commissioned NatCen to undertake follow-up interviews with participants of the loyalty card customer survey.

15. The evaluation of the ABB code of practice was published in August.
16. RGSB has been discussing with the ABB and other trade bodies how it plans to test and evaluate harm identification approaches and harm prevention interventions. As set out in our letter to the ABB in May we have made progress with developing an 'evaluation protocol'. This is a set of high level principles for how good quality evaluation should be undertaken. Following a consultation on the protocol we aim to finalise this and publish in December. However, the process of developing this has identified the need to do two things:
  - Set with others an 'evaluation strategy' – which explains what needs to be evaluated, by whom and over what timescales. The use of the 'protocol' would be emphasised in that strategy.
  - Develop an evaluation toolkit – which might include more specific guidance on how to undertake evaluation, training and seminars for the sharing of good practice.

### **Progress against the Strategy**

17. RGSB Board has also been engaging with the Trust on the following issues:
  - Gambling-related debt – the RGSB information paper was published in July. The RGSB team is working with the Trust on the programme for a joint seminar to raise the profile of gambling-related debt amongst a wide constituency of organisations able to have an impact in identifying and addressing gambling-related harm. This event will take place in February 2016.
  - RGSB has provided guidance to the Trust for a piece of research to explore how we develop a better set of measures of 'gambling-related harm'. The Trust's Research Committee agreed to tender for this work at its meeting on 8 October.
  - The Trust has also commissioned a programme of work on remote gambling and has commissioned a piece of research into problem gambling and bingo. At its Research Committee on 8 October the Trust also agreed to pursue a tender for research into young people. This is based on priorities set by RGSB based on the RGSB position paper on young people published in the Summer of 2014.
  - The Trust held a 'summit' on Public Health and gambling on 14 September. They will be publishing a position paper on the back of this event.
  - Harm prevention projects – the Trust has considered tenders for a range of harm prevention projects. £500k has been made available in both 2015-16 and 2016-17. It is expected that these projects will begin in early 2016 and will include an evaluation component to ensure that it is possible to determine what has worked, and what could be rolled out more widely in the longer term.

### **Recommendation**

18. Board is asked to note the content of this update paper.

## Annex: Timetable for developing the new RGSB strategy

DATE	ACTIONS
1 October	JH/RC/CK to send revised draft to RGSB, GC and RGT
5-9 October	RGSB, GC and RGT to review the revised draft
12 October (midday)	Comments due from RGSB, GC and RGT
13-16 October	CK/RC/JH to collate feedback and amend the draft strategy
13 October	RGSB measures of success task group before Board (RC/RL/ST/JH)
14 October	<b>Additional RGSB Board meeting</b> Project Forum meeting (pm) – to update RGT and GC on strategy
16-30 October	CK/RC/JH to finalise draft strategy and consultation pro-forma/questions prior to consultation launch
20 October	Meeting of the GC Community Liaison Group (CLG) meeting – we will announce the forthcoming consultation as some of our stakeholders attend
2 November	<b>Launch strategy consultation with stakeholders (6 weeks)</b>
11 November	CK to present at RGT Board meeting – to discuss matters of substance
Mid-end November	Rescheduled Advisory Group meeting – to focus on the consultation document, we could invite RGSB Board to attend ( <b>option A - preferred</b> )
End November	Possible strategy consultation sessions if deemed necessary/we get requests
24 November	RGSB Board papers dispatched – papers to include any consultation feedback received to date and a draft stakeholder engagement strategy
1 December	RGSB board meeting Rescheduled Advisory Group meeting – to focus on the consultation document to be held after the RGSB Board so they can attend if they wish ( <b>option B</b> )
2 December	RET Chair's meeting – update on consultation feedback received
3 December	GC Board meeting – CK to attend during consultation period and update Commissioners on the consultation responses to date and the discussions at the RGSB meeting on 1 December
8 December	Project Forum meeting
9 December	Annual RGT Harm conference – CK keynote speech to include what people are saying in their strategy consultation feedback
<b>14 December</b>	<b>Strategy consultation closes (6 weeks)</b>
21-24 December	Secretariat to undertake initial review of final consultation responses
W/c 4 January	CK/RC/JH to have a planning meeting

DATE	ACTIONS
4-15 January	CK/RC/JH to finalise strategy document in advance of the Board meeting
19 January	RGSB Board papers dispatched
21 January	GC Board meeting – CK to attend and feedback on the responses to the consultation and any major changes between the draft and near final strategy ( <b>possible</b> )
<b>26 January</b>	<b>RGSB Board meeting – Board signs off the final draft strategy</b>
By end February	Publish RGSB strategy and stakeholder engagement plan