

Company number: 4384279  
Charity Number: 1093910

# GambleAware

Report and financial statements  
For the year ended 31 March 2019

# GambleAware

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### For the year ended 31 March 2019

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## GambleAware

### Reference and administrative information

For the year ended 31 March 2019

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**Company number** 4384279

**Charity number** 1093910

**Registered office and operational address** Pennine Place, 2A Charing Cross Rd  
LONDON  
WC2H 0HF

**Trustees** Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Kate Lampard, CBE (Chair)  
Henry Birch (resigned 14 June 2018)  
Saffron Cordery  
Annette Dale-Perera (resigned 14 June 2018)  
Professor Sian Griffiths (Deputy Chair)  
Michelle Highman  
Alan Jamieson (resigned 27 September 2018)  
Professor Anthony Kessel  
Rachel Pearce (appointed 13 December 2018)  
Chris Pond  
Brigid Simmonds (resigned 27 September 2018)  
Paul Simpson (appointed 27 September 2018)  
Professor Patrick Sturgis (resigned 7 June 2019)  
Professor Marcantonio Spada (appointed 27 September 2018)

**Chief Executive** Marc W Etches

**Bankers** Bank of Scotland  
8 Lochside Avenue  
Edinburgh  
EH12 9DJ

**Auditor** Sayer Vincent LLP  
Chartered Accountants and Statutory Auditor  
Invicta House  
108-114 Golden Lane  
LONDON  
EC1Y 0TL

Trustees present their report and the audited financial statements for the year ended 31 March 2019.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the articles of association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

## **Charitable objects, strategic approach and activities**

### **Charitable objects**

The charitable objects of GambleAware are set out in the company's governing document. They were updated in September 2018, to better express GambleAware's purposes, and in agreement with the Charity Commission are as follows:

- A. The advancement of education about gambling-related harm for the benefit of the public in Great Britain, in particular young people and those who are most vulnerable, by carrying out research, by providing advice and information, by raising awareness, and by making grants; and,
- B. The relief of those in Great Britain who are in need or at risk as a result of gambling, in particular by carrying out research, by providing advice and information, by raising awareness, and by making grants for the provision of effective treatment, interventions and support.

### **Strategic approach**

Trustees believe that gambling harms are best understood as matters of health and wellbeing, and keeping people safe from gambling harms requires the application of a public health model that takes account of three aspects of prevention: universal promotion of a safer environment (primary); selective intervention for those who may be 'at risk' (secondary); and, direct support for those suffering gambling disorder<sup>1</sup> or those who may be directly affected (tertiary).

### **Activities**

Guided by this public health model, GambleAware commissions prevention services on a national scale and works in partnership with expert organisations and agencies across three areas of activity:

- GambleAware works to prevent gambling harms by producing national health campaigns to build awareness and encourage behaviour change, and by providing support to frontline services and organisations to inform, to educate, and where appropriate, to deliver brief interventions;

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<sup>1</sup> As defined by World Health Organisation – see <https://icd.who.int/browse11/l-m/en#/http%3a%2f%2fid.who.int%2fentity%2f1041487064>

### Trustees' annual report

#### For the year ended 31 March 2019

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- GambleAware commissions the National Gambling Treatment Service that brings together the National Gambling Helpline and a network of providers across Britain including the NHS to deliver a range of treatment services;
- GambleAware seeks to optimise knowledge and to provide thought leadership on prevention, addiction and treatment in gambling via an extensive research & evaluation programme.

GambleAware is a grant-making charity, using best-practice aspects of commissioning, such as needs assessment, service planning and outcome reporting to fund effective and high-quality gambling harms support services, underpinned by monitoring and evaluation to ensure continuous quality improvement.

Commissioning allows for the provision of a range of high-quality services based on need and demand in target populations, in different settings, catering to different levels of need, provides service-users with a range of choice on when and how they access support.

GambleAware's commissioning processes ensure that evidence-informed services are developed according to need within a robust and accountable system, and that funding is allocated efficiently and independently as one would expect of other health and social care commissioning and grant-making bodies.

Trustees review the strategic approach and activities of the charity each year. This report sets out what the charity has achieved and the outcomes of its work in the reporting period. Trustees report the progress of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The annual review helps Trustees ensure the charity's strategic approach and activities remain focused on its charitable objects.

Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's strategic approach and activities, as well as in planning its future activities. In particular, Trustees consider how planned activities will contribute to GambleAware's charitable objects and how best to follow the seven principles set out in the Charity Governance Code.

## Strategic report

In November 2016 Trustees agreed and published a five-year strategy (2016–21) to guide future activities.<sup>2</sup> During the reported period the National Responsible Gambling Strategy 2016–19

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<sup>2</sup> <https://about.gambleaware.org/media/1343/gambleaware-strategy-2016-final.pdf>

published by the Responsible Gambling Strategy Board (RGSB)<sup>3</sup> and endorsed by the Gambling Commission also guided its work, within the bounds of GambleAware's charitable objects.<sup>4</sup>

The overarching theme of the National Responsible Gambling Strategy 2016–19 was reducing gambling harms in Great Britain, and GambleAware fundraises and commissions activity to deliver elements of the National Responsible Gambling Strategy<sup>5</sup>, subject to the availability of funds.

GambleAware's expenditure policy is for Trustees to establish the charity's strategic approach and for management to identify possible grant recipients and suppliers, via grant-award and tendering processes, upon which the trustees, acting as a body, make funding decisions.

In June 2018, Trustees updated its previous Commissioning Plan<sup>6</sup> published in May 2017 with the publication of a two-year Strategic Delivery Plan 2018–20<sup>7</sup>.

GambleAware distributes funds raised in accordance with the strategic direction provided by the combination of its own five-year strategy, the Strategic Delivery Plan 2018–20 and the National Strategy for Reducing Gambling Harms.

GambleAware does not offer funding in response to speculative applications, but from time to time does issue open tenders when there is the opportunity to bid for funding for innovative projects within a broader field.

GambleAware does not offer funding for new business ideas, artistic projects etc. but is always interested to hear about anything that can help reduce gambling harms so that the charity can consider them as part of its longer term plans.

During the year ending 31 March 2019, GambleAware spent a total of £15,291,092 on research, harm prevention and treatment.

#### **Achievements and performance**

The charity's main activities and those who it tries to help are described below. All its charitable activities focus on reducing gambling harms in Great Britain and are undertaken to further GambleAware's charitable objects for the public benefit.

- **Research and evaluation**

During the year, GambleAware spent £1,968,014 on research and evaluation projects.

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<sup>3</sup> The RGSB became the Advisory Board for Safer Gambling (ABSG) in March 2019

<sup>4</sup> [https://about.gambleaware.org/media/1230/rgsb\\_strategy\\_2016-2019.pdf](https://about.gambleaware.org/media/1230/rgsb_strategy_2016-2019.pdf)

<sup>5</sup> This was replaced by the National Strategy for Reducing Gambling Harms, 2019–22, published in April 2019

<sup>6</sup> <https://about.gambleaware.org/media/1480/gambleaware-commissioning-plan-2017-19.pdf>

<sup>7</sup> <https://about.gambleaware.org/media/1735/gambleaware-strategic-delivery-plan-2018-20.pdf>

GambleAware is committed to delivering an independently commissioned research programme that shifts the focus beyond the individual to include the gambling environment and products, in line with a public health approach.

Research priorities in the reporting period were guided by a detailed RGSB and Gambling Commission research programme that was published in September 2018.<sup>8</sup> A Research Commissioning and Governance Procedure<sup>9</sup> describes how the commissioning and governance of a wide range of research, from individually funded research, to that undertaken through longer-term options, such as PhDs.

Following an independent peer-review process, GambleAware publishes all the research its grants support, which this year included:

- Broadening public understanding of gambling harms
  - Alspac 24 years: Longitudinal study of young people's gambling and its' associations with other addictive behaviours (University of Bristol)
  - Gambling Related Harms Framework for Young People: Developing a framework to define the gambling related harms experienced by children (Ipsos Mori)
  - Gambling related suicide: providing insight into the prevalence of suicide as a result of gambling related harm (Wardle et al.)
  - Families Living with Problem Gambling: Impacts, Coping Strategies and Help Seeking (Sheffield Hallam University)
  - Gambling and problem gambling among young adults: insights from a longitudinal study of parents and children (University of Liverpool)
  - Measuring gambling-related harms: a framework for action (Wardle et al)
- Harm prevention
  - MOSES evaluation: Evaluating the impact of introducing multi-operator self-exclusion schemes (Ipsos Mori)
  - Impact of Marketing on Young People: Examining the effects of gambling related marketing and advertising on children, young people and vulnerable people (University of Stirling, Ipsos Mori, ScotCen, University of Bristol, Demos)
  - Can behavioural insights be used to reduce risky play in online environments? (The Behavioural Insights Team)
  - Gambling in Families - A study of the role of family and parental attitudes and behaviours on gambling-related harm in young people (Ecorys UK)
  - Evaluating online blocking software (Winning Moves)

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<sup>8</sup> <https://about.gambleaware.org/media/1793/research-programme-2018-22.pdf>

<sup>9</sup> <https://about.gambleaware.org/media/1332/research-commissioning-and-governance-procedure-september-2016-final.pdf>

### Trustees' annual report

#### For the year ended 31 March 2019

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- Building the 'what works' evidence in treatment and support
  - Treatment Needs & Gap Analysis: identifying the gap between supply and demand for gambling treatment & support across GB; the triggers and barriers for people accessing treatment & support.

In addition to these specific research projects there are several other programmes and projects in the early phases of delivery including:

- Lived Experience – using the insight of people with lived experience of gambling harms in the design and evaluation of new approaches to prevention, early intervention and awareness raising
- Evaluation of the GambleAware funded treatment system
- Analysis of bank transactional data
- Remote interventions
- Safer gambling messaging

- **Harm prevention**

GambleAware aims to promote education about gambling harms, in particular for young people and others who are vulnerable, and to support harm prevention services delivered by public and third sector organisations.

During the year, GambleAware spent £6,976,092 on harm prevention projects, including the running and maintenance of the BeGambleAware website, which is the most well recognised specialist website for those seeking advice about safer gambling behaviour or help in dealing with gambling harms in Great Britain. The website has over 4 million users each year.

During the year £3,746,733 was spent on Contracts which included a total of £854,973 that was spent on a number of awareness raising campaigns including promoting the National Gambling Helpline, the BeGambleAware.org website and an online campaign, 'Love the Game', promoting discussions about the relationship between gambling and football reflecting public concerns about the exposure of gambling to children.

GambleAware is leading a national multi-media 'safer gambling' campaign that launched in February 2019, Bet Regret. Aimed at moderating behaviour, the campaign encourages young men aged 16 to 34 to think twice about betting when drunk, bored or chasing losses. The total expenditure on this campaign in the reporting period was £2,891,760, which includes £798,741 of 'in-kind' media advertising donations.

Elsewhere £2,826,782 was spent on Grants, building on a number of successful pilot projects that GambleAware has funded including:

- Clearview Research, a youth-led consultancy, exploring the experiences, views and attitudes towards gambling of youth groups (ages 11–24) from Black and Minority Ethnic (BME) communities across England, Scotland and Wales. Access to this hard to reach, vulnerable



population will help GambleAware adapt support materials to get key messages across to the BME community.

- The Royal Society for Public Health (RSPH) is working with young people aged 13 to 24 across England, Scotland and Wales to understand gambling, emerging forms of online gambling and the impact that this can have on young people's emotional health and well-being.
- The Royal Society for Public Health (RSPH) is working with GambleAware to convert the Brief Intervention Guide into a free access eLearning programme for primary health care professionals who do not specialise in the treatment of gambling problems to provide brief interventions and assist organisational leaders to set up and implement the processes necessary to support workers to provide brief intervention.
- Citizens Advice will train frontline debt advisors to better understand, prevent or reduce gambling harms. The training will give staff the necessary tools to identify and support people who may be suffering from gambling harms, as well as directing those at risk, to the specialist help that is available. The project will establish hubs in nine regions across England and Wales and will enable staff to deliver training to other frontline workers in other professions who come across people suffering from gambling harms, such as frontline local authority staff, youth practitioners and healthcare workers.
- Fast Forward has been commissioned to run a major youth problem gambling initiative across Scotland for three years. This will include establishing a Scottish Gambling Education Hub with the aim of helping organisations address gambling issues with young people in Scotland. The hub will be based on the Gambling Education Toolkit (which can be accessed from our resources page) developed by Fast Forward in 2017 and will provide the relevant training and resources needed by youth workers, teachers and professionals working with young people in formal and informal education settings. It will also offer services for vulnerable young people who are not in education, employment or training, as well as parents and carers.
- GambleAware and the Royal Society for Public Health (RSPH) have joined forces to form a Gambling Health Alliance to bring together organisations and individuals who have a shared interest in reducing the damage caused to health and wellbeing from gambling.

GambleAware hosted its sixth annual conference on 'Reducing gambling-related harms: Diversity' in December 2018 held at the King's Fund, London. The Minister for Sport & Civil Society, Mims Davies delivered the keynote address and the event welcomed over 300 delegates including researchers, academics, treatment specialists, industry executives, regulators, and policy-makers.

- **Treatment and support**

During the year, GambleAware spent £6,346,986 on treatment and support projects.

In partnership with gambling treatment providers, GambleAware has spent several years methodically building structures for commissioning a coherent system of brief intervention and treatment services, with clearly defined care pathways and with established referral routes to and from the NHS – a **National Gambling Treatment Service**, triaged via the National Gambling Helpline. In the absence of comprehensive treatment from the NHS, the National Gambling Treatment Service provides a robust, effective, safe, core national treatment service, with short waiting times relative to equivalent NHS based mental health services.

The National Gambling Treatment Service exists so that people who need help because of gambling disorder get the right support at the right time, in the way that an individual prefers to access it. The National Gambling Treatment Service brings together a National Gambling Helpline and a network of locally-based providers across Great Britain that works with partner agencies and people with lived experience to design and deliver a system, which meets the needs of individuals. This system delivers a range of treatment services, including brief intervention, counselling (delivered either face-to-face or online), residential programmes and psychiatrist-led care.

In the 12 months to 31 March 2019, the National Gambling Treatment Service treated around 10,000 people and this is projected to rise to 24,000 people a year by 2021. Helpline activity is running at about 30,000 calls and on-line chats per annum. Waiting times for the majority of service users are short, and compare favourably to NHS IAPT mental health services. Specific services include:

- The National Gambling Helpline, delivered by GamCare, provides a multi-channel, confidential help, education and listening service, information, assessment, and brief interventions. The service also offers a moderated online forum for problem gamblers, their family and friends, and an online chat room that provides moderated online discussion sessions.
- The community-based psychosocial interventions include up to twelve week/sessions of psychosocial or counselling support. GamCare provides treatment in London and online, and fifteen 'partners' (subcontracted by GamCare and including a range of organisations from those comprising of groups of independent counsellors to organisations who provide gambling treatment plus other addiction or mental health services) provide treatment across Great Britain.
- Central North West London NHS Trust operates the CNWL Problem Gambling Clinic that provides individual and group treatment in London.
- Gordon Moody Association is the sole provider of residential rehabilitation and provides residential assessment and a three-month residential treatment programme for men.

All treatment organisations funded by GambleAware implement GambleAware's pioneering Data Reporting Framework (DRF). This ensures that data compiled on the nature and outcomes of the treatment provided is to a nationally agreed standard.

In July 2019, GambleAware commissioned ViewIt UK<sup>10</sup>, a University of Manchester start-up company, to operate the data system for the National Gambling Treatment Service. ViewIt UK will be responsible for the collation, handling and analysis of data on the numbers of people who are helped, the characteristics of the population in treatment, and the benefit that they derive from treatment as well as providing greater detail for performance management.

ViewItUK's expertise will enhance the scope to interrogate the data for public accountability and to inform clinical practice by providers. The new information system will be capable of generating

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<sup>10</sup> ViewIt UK originates from the team that provides National Statistics production and validation for the National Drug Treatment Monitoring Service outputs on behalf of Public Health England

outputs with more granular detail, and data will be reaffirmed by checks and procedures akin to those that fulfil that function for the National Drug Treatment Monitoring System on behalf of Public Health England (PHE).

**Beneficiaries of our activities**

During the year, GambleAware funded the National Gambling Treatment Service consisting of the following treatment providers:

- GamCare and a network of 15 other service providers across Great Britain – £ 4,563,283
- CNWL NHS Foundation Trust – £ 383,921
- Gordon Moody Association – £ 731,860

In the 12 months to 31 March 2019, the National Gambling Treatment Service treated 10,000 people and the Helpline received 30,000 calls and on-line chats.

In relation to other funded activities:

- Citizens Advice – £1,551,047: Two year programme to deliver training to Citizens Advice workers and 13,000 other frontline professionals in a range of settings, including debt advice, local authorities, social services and the criminal justice system, enabling professionals to screen their clients for signs of gambling disorder or gambling harms, to provide meaningful advice, and to refer to specialist services where indicated.
- Fast Forward – £818,883: This three year programme will establish the Scottish Gambling Education Network, developing and delivering training and resources to over 10,000 professionals across five key youth sectors: via parenting organisations, informal youth settings, schools, higher education, and employability services.
- Brief Intervention eLearning, RSPH – £16,000: This programme is available for free via the RSPH learning platform and via GambleAware's own website, and aims to reach 6000 public health professionals per year, enabling them to identify those experiencing gambling harms, provide brief interventions, and to refer on to specialist services where required.
- Gambling Health Alliance, RSPH – £285,000: The Gambling Health Alliance (GHA) intends to achieve membership from 40 organisations across the public health landscape, engaging the public via surveys and opinion polls, and developing and sharing insight on behalf of the GHA through social media, media relations, political and parliamentary activity and wider public health workforce engagement.

BeGambleAware.org received 4.2 million visitors, signposting to a wide range of support services including the National Gambling Treatment Service.

**Financial review**

During the year, GambleAware raised £10,209,643 in donations; received £7,328,958 in the form of regulatory settlements; received £798,741 in donations in kind (in the form of media advertising); and received £104,211 in interest – giving a total of £18,441,553.

GambleAware spent £6,346,986 on treatment and support, £1,968,014 on research and evaluation, and £6,976,092 on education and harm prevention, giving a total of £15,291,092.

Costs of generating funds were £358,964.

Income net of expenditure for the year was £2,791,497 and total funds carried forward were £14,934,987.

**Reserves policy and going concern**

Trustees review annually the charity's need for reserves in line with guidance issued by the Charity Commission. The majority of GambleAware's funds are used to fund its charitable objects and operating costs, and it was decided that a reserve sum of £750,000 be set aside as of 31 March 2017. In March 2018, Trustees approved to increase the reserves by £250,000 and as at the date of this report, GambleAware holds £1,000,000 in a separate reserves account.

Free reserves (general funds excluding designated funds and fixed assets) held at 31 March 2019 were £2,084,761. £6,941,180 was designated for expenditure on specific projects and beneficiaries. £2,466,413 was brought forward from the prior year and £4,474,767 has been generated this year.

The charity also held £5,909,046 in restricted funds from Rank (£0.5m), 32Red (£1.4m) and William Hill (£4m) with a restriction that these funds are used to accelerate progress towards delivery of the National Responsible Gambling Strategy. The National Gambling Helpline and a partner network of 15 treatment organisations across Great Britain will be providing counselling, from April 2019 to March 2020. This funding is now being extended to 2022.

The level of reserves ensures that GambleAware could continue during a period of unforeseen difficulty and takes into account the impact of GambleAware reducing or winding up its operation. Trustees have agreed that cash reserves are held in a readily realisable form in low risk bank accounts.

Trustees are mindful to guard against potential shortfalls of funding in the future and to accelerate the delivery of its strategy when additional funds – such as those in the form of regulatory settlements – are received. In January 2018, Trustees reviewed the charity's progress in relation to the five-year strategy published in November 2016 and in March 2018, Trustees agreed a two-year Strategic Delivery Plan, 2018–20 that sets out clearly how the charity intends to spend a minimum of £29,735,000 on grants for research, education and treatment in that period.

Trustees reviewed progress against the two-year plan in February 2019 and considered its planned activity in the light of the emerging National Strategy for Reducing Gambling Harms published by the Gambling Commission in April 2019.

#### Principal risk and uncertainties

Risk review is an integral part of the planning, budget, forecasting and management cycle of GambleAware and takes into account factors such as income streams varying from forecast; the on-going effectiveness of our funded projects; staff welfare; and reputation management. Management periodically report a risk analysis to the Board of trustees via its Audit and Risk Committee. Trustees are of the view that an appropriate control framework is in place to manage the risks identified, whilst recognising that no system of internal control can provide absolute assurance or the elimination of risk.

The most serious risk to GambleAware is in relation to certainty of future funding. The current arrangements for the gambling industry to donate to research, education and treatment services is voluntary and there is no stipulation as to the amount of donation nor to whom such donations ought to be directed. Since August 2012, there has been a 'framework agreement' between the Gambling Commission and GambleAware that has made clear the charity's role in commissioning the activities identified in previous national strategies.<sup>11</sup> However, in publishing its latest National Strategy to Reduce Gambling Harms the Gambling Commission has made it clear that it intends to replace the current commissioning arrangements by March 2020 and is in discussion with GambleAware about how best to do this without disturbing the coherence and co-ordination necessary to maintain the current provision of treatment and support available in Britain as commissioned by GambleAware. Trustees anticipate agreeing new arrangements before March 2020 thereby securing more certainty over future funding than has hitherto been the case.

#### Plans for the future

GambleAware's current organisational strength and financial stability continues to give Trustees the confidence to be ambitious about how the charity continues to develop as a grant-making body using best-practice aspects of commissioning, including needs assessment, service planning, evaluation and outcome reporting to support effective, evidence-informed, quality assured prevention of gambling harms.

In November 2016, trustees published a five-year strategy<sup>12</sup> and updated its previous Commissioning Plan<sup>13</sup> published in May 2017 with the publication of a two-year Strategic Delivery Plan in June 2018<sup>14</sup>. Trustees will review progress against this delivery plan in December 2019, which in turn will inform the Board's annual strategic review in February 2020.

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<sup>11</sup> <http://about.gambleaware.org/media/1211/statement-of-intent-document-final-with-logo-v2.pdf>

<sup>12</sup> <https://about.gambleaware.org/media/1343/gambleaware-strategy-2016-final.pdf>

<sup>13</sup> <https://about.gambleaware.org/media/1480/gambleaware-commissioning-plan-2017-19.pdf>

<sup>14</sup> <https://about.gambleaware.org/media/1735/gambleaware-strategic-delivery-plan-2018-20.pdf>

Guided by the public health model as described previously, GambleAware will continue to commission integrated prevention services on a national scale and work in partnership with expert organisations and agencies to commission across three areas of activity:

### 1. The National Gambling Treatment Service

All treatment providers use outcome measures to track a person's progress while they are in treatment and to provide assurance about the effectiveness of the treatment for the cohort. Trustees are concerned that the average PGSI and CORE scores of people entering treatment are high. It is a priority to promote access to treatment for people so that they can get help before they reach crisis point. This underpins our strategy of a twin-track approach to expand the capacity of the treatment sector and to develop referral routes so that the percentage of those suffering gambling disorder get treatment rises from the current low level of 3%. Trustees are also concerned to support primary care to improve detection and earlier referral and intervention.

GambleAware has commissioned ViewIt UK to begin independent collection and analysis of output and outcome data with more granular detail. Data will be validated by checks and procedures similar to those that fulfil that function for the National Drug Treatment Monitoring System on behalf of Public Health England (PHE), and the system made available to NHS.

Treatment for gambling disorder is not a regulated activity under the legislation which governs the work of the Care Quality Commission (CQC). In conjunction with the Department of Health & Social Care (DHSC), GambleAware is exploring the scope for an equivalent level of assurance.

The National Gambling Treatment Service includes a psychiatrist-led service provided by the Central and North-West London NHS Foundation Trust that GambleAware has funded for a decade. A second NHS service commissioned by GambleAware opened in September 2019, delivered by Leeds & York Partnership NHS Foundation Trust in partnership with GamCare. These services are designed to help people with more serious and complex needs, including people receiving NHS treatment for other conditions.

In Leeds, GambleAware is working alongside statutory and voluntary sector agencies to support a place-based approach for the local population, and to map care pathways and develop referral routes into treatment, including self-referral.

Trustees believe this initiative is a concrete example of the right approach, and forms the basis of the commitment in the [NHS Mental Health Implementation Plan, 2019–24](#) (pp 40–41) in which GambleAware is recognised as an NHSE partner in the in relation to the NHS commitment to opening 15 specialist problem gambling clinics in the next five years.

Local engagement to develop local care pathways is backed up by national initiatives, for example GambleAware has funded the Royal Society for Public Health (RSPH) to develop an e-learning

module for primary care staff to develop their understanding of gambling disorder and the treatment that is available.

## **2. Public health campaigns & practical support to local services**

GambleAware is leading a two-year national multi-media 'safer gambling' campaign that launched in February 2019, Bet Regret. This campaign is highly targeted at an audience of 2.4m young men aged 16–34 who gamble regularly on sport, and of which 87% regularly watch football<sup>15</sup> and 63% believe that there are too many opportunities to bet nowadays<sup>16</sup>. Aimed at moderating behaviour, the campaign encourages these young men to think twice about betting when drunk, bored or chasing losses.

The early indications of the ongoing evaluations are that this is having a positive impact in terms of awareness building and it is hoped will lead to measurable behaviour change. The campaign presents opportunities to work with football clubs and supporters' associations, and reach into local communities that are often socially and economically disadvantaged and therefore especially at risk of gambling-related harm.

GambleAware will continue to provide practical support to GP services, debt and other advice agencies, mental health services, prisons, military personnel, professional sports, schools and youth workers.

Partnerships include working with PHE and RSPH on the Make Every Contact Count+ (MECC+) initiative, as well as with Citizens Advice on training debt advisers across England and Wales to identify and offer support to people who may be suffering gambling harms.

Following a successful pilot scheme in secondary schools in England by Demos and the PSHE Association, resources to support PSHE teaching are available on the GambleAware website. In Scotland, another successful pilot project has led GambleAware to commission Fast Forward to make it possible for every young person in Scotland to have access to gambling education and prevention opportunities. Trustees plan to evaluate this programme in 2020 and, if warranted, subsequently commission similar national programmes in Wales and in England.

GambleAware is working with Parent Zone to develop downloadable resources to help families and professionals learn about the gambling-like risks children may face when playing online games – and some simple ways to keep gaming safe.

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<sup>15</sup> TGI GB Profiles December 2018 – UK Gamblers 18-34

<sup>16</sup> Ipsos MORI Baseline Survey Key Findings - 2018

GambleAware is funding RSPH to convene a Gambling Health Alliance to bring together a wide range of professional health-related bodies to promote greater awareness and share perspectives on preventing gambling harms.

### **3. Commissioning research & evaluation**

Trustees plan to fund a complex portfolio of research projects bringing together researchers from academia, the private sector and not for profit research agencies using mixed methods research across multi-work-stream projects to develop knowledge of what works in education & prevention and treatment & support.

Reporting early in 2020, for example, a Treatment Needs and Gap Analysis project involving four separately commissioned research partners is intended to: identify supply and demand for treatment & support across Great Britain; explore the characteristics of people experiencing gambling harms who are in treatment and who are not in treatment; and, identify barriers to accessing treatment & support.

Trustees have agreed to fund a new programme of work using lived experience of gambling harms in the design and evaluation of early intervention, prevention and awareness raising approaches, investigating effectiveness and potential to replicate and up-scale new and emerging approaches, to help people access support sooner rather than later.

Also, GambleAware plans to launch a new 'Innovation and Small Grants' programme to meet knowledge gaps identified through core research project findings.

GambleAware is an approved National Institute for Health Research (NIHR) non-commercial partner, ensuring appropriate research studies funded by GambleAware are entitled to access NHS support via the NIHR Clinical Research Network (CRN).

All research is independently commissioned, monitored and reviewed and we follow Research Council Policy regarding research ethics, encouraging and funding open access publication in academic journals and data reuse.

#### **Working across Governments**

GambleAware welcomes its membership of a joint-initiative by DCMS and DHSC to establish a Steering Group to improve co-ordination and promote a sustainable, joined-up approach to prevention, education, treatment and research activity.

Elsewhere, GambleAware is participating in the National Suicide Prevention Strategy Advisory Group, and is at an early stage of collaboration with the Ministry of Defence in relation to gambling as a health issue for serving military, veterans and their families.



Also, we have established advisory boards in Wales and Scotland to help guide our future commissioning plans in those nations. The Chief Medical Officer for Wales acknowledges our ongoing work in his annual report 2018–19<sup>17</sup>.

#### **Conclusion**

GambleAware is uniquely positioned within an ecosystem of statutory and voluntary organisations, and is committed to working collaboratively to promote a coherent and co-ordinated public health approach to preventing gambling harms.

Ultimately, success in establishing the National Gambling Treatment Services and the prevention and research activity that supports it will require continued widespread collaboration across various national health agencies, healthcare professionals, treatment providers, charities and local authorities.

Trustees are determined that this is achieved within a robust framework of best-practice commissioning and transparent evaluation that would be expected of statutory sector health and social care commissioning bodies.

#### **Fundraising disclosures**

GambleAware's fundraising team contact current and potential donors mainly by email, letter and electronic newsletters. These donors are almost exclusively commercial operations, rather than individuals, and are from within the gambling industry, and those industries which derive an income from commercial gambling. GambleAware does not use external professional fundraisers.

GambleAware is registered with the Fundraising Regulator's Code of Fundraising Practice and has signed up to the Fundraising Promise, demonstrating its commitment to best practice. GambleAware's Fundraising Complaints Procedure is available upon request.

GambleAware has not received any formal complaints about fundraising activity during 2018/19.

#### **Partnership working**

Effective partnership working with a wide range of stakeholders is at the heart of GambleAware's strategy. Trustees are committed to working in partnership with:

- The Gambling Commission and its independent advisers, Advisory Board for Safer Gambling (ABSG), to help to deliver the National Strategy to Reduce Gambling Harms, 2019–22
- National and local government authorities and agencies, treatment providers, service users, researchers, academics, and all those who have a legitimate interest in our work
- The gambling industry, on the basis that it makes sense to engage with gambling operators and the wider industry in a shared endeavour to reduce gambling harms.

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<sup>17</sup> <https://gov.wales/sites/default/files/publications/2019-05/valuing-our-health.pdf>

## Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated on 28 February 2002 and registered as a charity on 24 September 2002.

The company was established under a memorandum of association that established the objects and powers of the charitable company and is governed under its articles of association.

All trustees give their time voluntarily and receive no benefits from the charity, with the exception of the Chair who receives a salary. Any expenses reclaimed from the charity are set out in note 8 to the accounts.

Throughout the twelve months ending 31 March 2019, GambleAware was governed by a Board of trustees (the Board) led by a Chair, who was also a trustee with voting rights. The Board met four times to monitor and review the performance of the charity, its budgets, policies and strategic direction to ensure that the company was meeting its charitable objects.

The Board in 2018/19 included a number of trustees who held senior positions at companies or organisations within the British-based gambling industry that provided financial donations to GambleAware:

Henry Birch, Chief Executive Officer, Rank Group plc  
Brigid Simmonds, Chief Executive Officer, British Beer and Pub Association.

At the date of this report the number of trustees employed in the gambling industry has been reduced to nil.

Trustees understand the need to generate widespread trust and credibility in GambleAware's independence and integrity, particularly in view of the investment of both fundraising and commissioning functions in a single, industry-funded body. Trustees have put in place robust governance arrangements including:

- Appointing a wholly independent Board of trustees<sup>18</sup> and maintaining a register of interests for both trustees (published online) and senior management (recorded internally and available for audit)
- Publishing a five-year strategy and periodic delivery plans
- Inviting the Government, the Gambling Commission and its strategic advisers, ABSG, to observe all Board and Committee meetings, and making public the minutes of such meetings

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<sup>18</sup> On 14 June 2018, trustees agreed to move forward on the basis that the charity will no longer appoint trustees employed in the gambling industry.

Trustees' annual report

For the year ended 31 March 2019

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- Publishing details of how funds will be distributed each year guided by the National Strategy to Reduce Gambling Harms, 2019–22
- Publishing details of all donations and regulatory settlements every quarter
- Ensuring research is commissioned via an independent Research and Evaluation Committee in consultation with the ABSG and the Gambling Commission
- Following the research commissioning and governance procedure, which describes how research priorities are identified, and research projects commissioned, through the tripartite agreement between the ABSG, GambleAware and the Gambling Commission
- Ensuring prevention and treatment services are commissioned via an independent Education and Treatment Committee in consultation with ABSG and the Gambling Commission
- Seeking advice from external experts in collaboration with ABSG and the Gambling Commission.

In addition, Trustees are committed to the Charity Commission's seven principles established by the Charity Governance Code.

All research activity is wholly the responsibility of GambleAware's Research and Evaluation Committee, chaired by Professor Anthony Kessel. The terms of reference for the Committee are published via GambleAware's website.

The Research and Evaluation Committee at the date of this report consists of:

- Professor Anthony Kessel (Chair) – Former Director of Global Public Health & Responsible Officer for Public Health England; Honorary Professor & Co-ordinator of the International Programme for Ethics, Public Health & Human Rights at the London School of Hygiene & Tropical Medicine
- Kate Lampard – Lead non-executive director on the Department of Health Board, and currently chair of GambleAware
- Professor Marcantonio Spada – Professor of Addictive Behaviours and Mental Health, and Head of the Division of Psychology at London South Bank University and Deputy Lead of the Centre for Addictive Behaviours Research

GambleAware has put in place robust governance arrangements to protect the independence of the research it funds and has published a 'Research Governance and Commissioning Procedure'<sup>11</sup> as agreed with RGSB and the Gambling Commission.

Trustees understand the need to be financially sound and prudent, as well as transparent and accountable. An Audit and Risk Committee serves to advise the Board regarding matters of financial control and the management of risk. At the date of this report, the Audit and Risk Committee consists of:

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<sup>11</sup> See – <https://about.gambleaware.org/media/1332/research-commissioning-and-governance-procedure-september-2016-final.pdf>

### Trustees' annual report

#### For the year ended 31 March 2019

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- Paul Simpson (Chair) – Chief Finance Officer and Deputy Chief Executive, Surrey & Sussex Healthcare NHS Trust
- Rachel Pearce – Regional Director of Commissioning, NHS England (South West)
- Saffron Cordery – Director of Policy and Strategy and Deputy Chief Executive of NHS Providers
- Michelle Highman – Chief Executive, The Money Charity.

The Education and Treatment Committee at the date of this report consists of:

- Professor Sian Griffiths (Chair) – Chair of the Global Health Committee and Associate Non-Executive member of the Board of Public Health England and Trustee of the Royal Society of Public Health
- Rachel Pearce – Regional Director of Commissioning, NHS England (South West)
- Michelle Highman – Chief Executive, The Money Charity
- Professor Anthony Kessel – Former Director of Global Public Health & Responsible Officer for Public Health England; Honorary Professor & Co-ordinator of the International Programme for Ethics, Public Health & Human Rights at the London School of Hygiene & Tropical Medicine
- Marcantonio Spada – Professor of Addictive Behaviours and Mental Health, and Head of the Division of Psychology at London South Bank University and Deputy Lead of the Centre for Addictive Behaviours Research.

The Engagement Committee at the date of this report consists of:

- Chris Pond (Chair) – Chair of Money Charity, Equity Release Council Standards Board and Lending Standards Board and Vice-Chair of Financial Inclusion Commission
- Saffron Cordery – Director of Policy and Strategy and Deputy Chief Executive of NHS Providers
- Kate Lampard – Lead non-executive director on the Department of Health Board, and currently chair of GambleAware.

Trustees delegate the day-to-day management of the charity to the Chief Executive, who provides advice to the trustees. For the twelve months ending 31 March 2019 and at the date of this report the Chief Executive is Marc Etches.

#### **Appointment of Trustees**

GambleAware seeks to recruit and refresh the Board of Trustees to ensure a diverse Board reflecting all parts of society, and who bring current academic, therapeutic, personal and professional experience and other relevant skills that extend the collective competence of the Board.

The recruitment of Trustees takes into account the balance of skills and experience required and the need to include trustees with expertise in issues such as healthcare commissioning, public health education, treatment provision and advice relating to gambling harm as well as research and evaluation, and the nature of commercial gambling in Great Britain.

The Board of Trustees makes the final decisions on new appointments based on the advice and recommendations of the Remuneration Committee following an interview process.

#### **Trustee induction and training**

Trustees have the opportunity to meet the staff team, visit the providers that GambleAware funds and receive advice and information about the charity's activities from the Chief Executive and other members of staff as necessary.

#### **Related parties and relationships with other organisations**

GambleAware is an independent charity, however its work is guided to a very large extent by the National Strategy for Reducing Gambling Harms published by the Gambling Commission. GambleAware works closely with the Gambling Commission in the delivery of the priorities that arise from the National Strategy for Reducing Gambling Harms, within the bounds of GambleAware's charitable objects.

GambleAware is responsible for fundraising and awarding grants to support activity to deliver the National Strategy for Reducing Gambling Harms, the overarching theme of which is reducing gambling harms, subject to the availability of funds.

An 'assurance and governance framework' agreed between GambleAware, ABSG and the Gambling Commission underpins these arrangements. Published in August 2012, the agreement remains available via GambleAware's website<sup>19</sup>. The arrangements require all three parties to work together openly and in active partnership with an overriding commitment to transparency and engagement with all stakeholders.

#### **Remuneration policy for key management personnel**

A Remuneration Committee operated to review and to make recommendations regarding the salaries and benefits of all management and staff members, taking account of personal performance reviews, current macro-economic conditions, and independent advice regarding salary benchmarks when necessary. However, trustees have agreed to subsume this committee into the Financial, Administration and Remuneration Committee (FARC) and its terms of reference are published via GambleAware's website. At the date of this report FARC consists of:

- Kate Lampard – Lead non-executive director on the Department of Health Board, and currently chair of GambleAware <sup>20</sup>
- Chris Pond – Chair of Money Charity, Equity Release Council Standards Board and Lending Standards Board and Vice-Chair of Financial Inclusion Commission
- Paul Simpson – Chief Finance Officer and Deputy Chief Executive, Surrey & Sussex Healthcare NHS Trust.

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<sup>19</sup> <http://www.responsiblegamblingtrust.org.uk/media/1211/statement-of-intent-document-final-with-logo-v2.pdf>

<sup>20</sup> Kate Lampard is excluded from any discussions and decisions in relation to her own remuneration.

**Policy for employment of disabled persons**

GambleAware is an equal opportunities employer and has policies in place in relation to equality and diversity, which are set out in full in its 'staff handbook'. Specifically with regard to disability, GambleAware recognises the abilities of disabled people and values those abilities at all levels of the company through:

- focusing on what people can do rather than on what they cannot;
- challenging stereotypes about people with disabilities; and,
- making appropriate adjustments in the workplace to help people with disabilities achieve their full career potential.

**Employee information**

In the twelve months to 31 March 2019, GambleAware's staff team numbered thirteen full-time members. The roles were as follows: Chief Executive; Deputy Chief Executive; Director of Education; Director of Fundraising; Director of Research and Evaluation; Director of Treatment; Operations Manager; Research Managers; Research Assistant; Commissioning Manager; Finance Manager; Chair and, Fundraising Officer. At the date of this report, GambleAware's staff team numbered twenty-three.

GambleAware has established a comprehensive set of employment-related policies in the form of a 'staff handbook', which was approved by the Remuneration Committee on behalf of all trustees. The policies are modelled on templates provided by the Chartered Institute for Personnel and Development (CIPD). Also, GambleAware has a comprehensive 'expenses policy' applicable to both staff and trustees.

GambleAware's staff team meet regularly to discuss workload and priorities, attend trustee meetings appropriate to their individual roles, and participate in annual performance reviews conducted by their respective line-managers. Also, staff members receive the full documentation presented to trustees including detailed financial information relating to the charity's performance.

GambleAware is committed to ensuring that all employment-related policies are applied fairly and objectively, and to upholding equal opportunities, dignity, and work-life balance in the workplace for all staff and workers.

**Statement of responsibilities of the trustees**

Trustees (who are also directors of GambleAware for the purposes of company law) are responsible for preparing the Trustees' annual report including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires Trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, Trustees are required to:

**Trustees' annual report**

**For the year ended 31 March 2019**

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- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as Trustees are aware:

There is no relevant audit information of which the charitable company's auditor is unaware. Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £10 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2019 was 10 (2017/18: 11). Trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

**Auditor**

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

The Trustees' annual report which includes the strategic report has been approved by Trustees on 12 December 2019 and signed on their behalf by

Kate Lampard, CBE  
Chair of Trustees

## Independent auditor's report

To the members of

GambleAware

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### Opinion

We have audited the financial statements of GambleAware (the 'charitable company') for the year ended 31 March 2019 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- The trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- The trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.



## Independent auditor's report

To the members of

GambleAware

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### Other information

The other information comprises the information included in the trustees' annual report, including the strategic report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements
- The trustees' annual report, including the strategic report, has been prepared in accordance with applicable legal requirements.

### Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report including the strategic report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

## Responsibilities of trustees

As explained more fully in the statement of responsibilities of the trustees set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions

## Independent auditor's report

To the members of

GambleAware

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are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

## Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Helen Elliott (Senior statutory auditor)

12 December 2019

for and on behalf of Sayer Vincent LLP, Statutory Auditor  
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

## Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2019

	Note	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
<b>Income from:</b>							
Voluntary donations	2a	9,590,893	1,417,491	<b>11,008,384</b>	9,417,835	63,798	9,481,633
Regulatory settlements	2b	1,414,912	5,914,046	<b>7,328,958</b>	5,011,312	-	5,011,312
Other trading activities	3	-	-	-	1,521	-	1,521
Investments	4	104,211	-	<b>104,211</b>	12,989	-	12,989
<b>Total income</b>		<b>11,110,016</b>	<b>7,331,537</b>	<b>18,441,553</b>	<b>14,443,657</b>	<b>63,798</b>	<b>14,507,455</b>
<b>Expenditure on:</b>							
Raising funds	5a	358,964	-	<b>358,964</b>	368,507	-	368,507
Charitable activities							
Research	5a	1,968,014	-	<b>1,968,014</b>	1,234,044	-	1,234,044
Education	5a	5,553,601	1,422,491	<b>6,976,092</b>	1,040,061	63,798	1,103,859
Treatment	5a	6,346,986	-	<b>6,346,986</b>	5,592,911	-	5,592,911
<b>Total expenditure</b>		<b>14,227,565</b>	<b>1,422,491</b>	<b>15,650,056</b>	<b>8,235,523</b>	<b>63,798</b>	<b>8,299,321</b>
<b>Net income / (expenditure) for the year and net movement in funds</b>	7	<b>(3,117,549)</b>	<b>5,909,046</b>	<b>2,791,497</b>	<b>6,208,134</b>	<b>-</b>	<b>6,208,134</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		12,143,490	-	<b>12,143,490</b>	5,935,356	-	5,935,356
<b>Total funds carried forward</b>		<b>9,025,941</b>	<b>5,909,046</b>	<b>14,934,987</b>	<b>12,143,490</b>	<b>-</b>	<b>12,143,490</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 20 to the financial statements.

GambleAware

Balance sheet

Company no. 04384279

As at 31 March 2019

	Note	£	2019 £	£	2018 £
<b>Fixed assets:</b>					
Tangible assets	12		<u>13,013</u>		<u>11,630</u>
			<b>13,013</b>		<b>11,630</b>
<b>Current assets:</b>					
Debtors	13	3,076,365		1,968,361	
Short term deposits		1,017,226		6,045	
Cash at bank and in hand		<u>15,882,226</u>		<u>11,295,844</u>	
		<b>19,975,817</b>		<b>13,270,250</b>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	14	<u>(3,712,155)</u>		<u>(1,006,574)</u>	
<b>Net current assets</b>			<u><b>16,263,662</b></u>		<u><b>12,263,676</b></u>
<b>Total assets less current liabilities</b>			<b>16,276,675</b>		<b>12,275,306</b>
Creditors: amounts falling due after one year	15		<u>(1,341,688)</u>		<u>(131,816)</u>
<b>Total net assets</b>			<u><b>14,934,987</b></u>		<u><b>12,143,490</b></u>
<b>The funds of the charity:</b>					
Restricted income funds	20a		<b>5,909,046</b>		-
Unrestricted income funds:					
General funds		2,084,761		796,440	
Designated funds		<u>6,941,180</u>		<u>11,347,050</u>	
Total unrestricted funds			<u><b>9,025,941</b></u>		<u><b>12,143,490</b></u>
<b>Total charity funds</b>			<u><b>14,934,987</b></u>		<u><b>12,143,490</b></u>

Approved by the trustees on 12 December 2019 and signed on their behalf by

Kate Lampard, CBE  
Chair of Trustees

## Statement of cash flows

For the year ended 31 March 2019

## Reconciliation of net income to net cash flow from operating activities

	2019 £	2018 £
<b>Net income for the reporting period (as per the statement of financial activities)</b>	<b>2,791,497</b>	6,208,134
Depreciation charges	5,704	4,315
Interest from investments	(104,211)	(12,989)
Loss on the disposal of fixed assets	3,523	122
(Increase) in debtors	(1,108,004)	(217,886)
Increase in creditors	3,915,453	584,520
<b>Net cash provided by operating activities</b>	<b>5,503,962</b>	6,566,216

	Note	2019 £	£	2018 £	£
<b>Cash flows from operating activities</b>					
<b>Net cash provided by operating activities</b>			5,503,962		6,566,216
<b>Cash flows from investing activities:</b>					
Interest from investments		104,211		12,989	
Purchase of fixed assets		(10,610)		(4,352)	
<b>Net cash provided by / (used in) investing activities</b>			<b>93,601</b>		<b>8,637</b>
<b>Change in cash and cash equivalents in the year</b>			<b>5,597,563</b>		<b>6,574,853</b>
Cash and cash equivalents at the beginning of the year			11,301,889		4,727,036
<b>Cash and cash equivalents at the end of the year</b>	21		<b>16,899,452</b>		<b>11,301,889</b>

**1 Accounting policies**

**a) Statutory information**

GambleAware is a charitable company limited by guarantee and is incorporated in the United Kingdom. During the 12 months to 31 March 2018 the charity held the registered name of Responsible Gambling Trust, and used the operating name of GambleAware. The charity formally changed its registered name to GambleAware at Companies House on 9 April 2018.

The registered office address is Pennine Place, 2A Charing Cross Rd, London WC2H 0HF

**b) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (September 2015) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

**c) Public benefit entity**

The charitable company meets the definition of a public benefit entity under FRS 102.

**d) Going concern**

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation or uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**e) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

**f) Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**g) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**h) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

**1 Accounting policies (continued)****i) Grants policy**

The full costs of the majority of grants payable by the charity are included in the statement of financial activities in the year in which they are approved and notified to the grantee, even if they are for projects which cross more than one financial year, or for multi-year programmes of work. If such grants that are approved during the year are payable by instalments or have not been paid, in part or in full, by the end of the year, any unpaid amounts are included as creditors in the balance sheet if the conditions attached to the grant are accepted by the beneficiary before the accounts are signed.

If a multi-year award is subject to the recipient submitting a satisfactory progress report and the renegotiation of targets and conditions between the recipient and GambleAware, only the current year's grant will be included in the statement of financial activities.

**j) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of grants, delivering services and events undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**k) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, and governance costs, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

- |                             |     |
|-----------------------------|-----|
| ● Costs of generating funds | 25% |
| ● Research                  | 31% |
| ● Education                 | 21% |
| ● Treatment                 | 23% |

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

**l) Operating leases**

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities on a straight line basis over the minimum lease term.

**m) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £250. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- |                                  |     |
|----------------------------------|-----|
| ● Computer Equipment             | 33% |
| ● Fixtures, Fittings & Equipment | 20% |

**n) Debtors**

Trade and other debtors are recognised as the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.



## Notes to the financial statements

For the year ended 31 March 2019

## 1 Accounting policies (continued)

## o) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

## p) Short term deposits

Short term deposits represent amounts held on deposit with a maturity of between three months and one year.

## q) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

## r) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

## s) Pensions

Employer contributions are paid into a group scheme. Contributions are included as expenditure as they fall due.

## 2a Income from donations

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Voluntary Donations	9,590,893	618,750	10,209,643	9,415,147	63,798	9,478,945
Donated Services	-	798,741	798,741	2,688	-	2,688
	<u>9,590,893</u>	<u>1,417,491</u>	<u>11,008,384</u>	<u>9,417,835</u>	<u>63,798</u>	<u>9,481,633</u>

## Donated services

During 2018/19, GambleAware was provided with services free-of-charge, which amounted to an estimated value of £798,741 (2017/18: £2,688). This was in respect of media advertising through ITV, Channel 4, BT Sport, Sky, Google and Clear Channel. The estimated value of these gifts in kind has been presented in the accounts, thus giving a fair representation of the costs to GambleAware during the year.

## 2b Regulatory settlements

During 2018/19 GambleAware received £7,328,958 from the gambling industry (2017/18: £5,011,312), in the form of regulatory settlements. £5,914,046 is restricted of which £5,909,046 is to accelerate progress towards to delivery of the National Responsible Gambling Strategy and £5,000 is for research education and treatment services to help minimise gambling related harm in South Wales. Within the regulatory process, licenced operators may offer to make donations to socially responsible causes as part of a voluntary settlement with the Gambling Commission.

GambleAware can accept donations as part of a regulatory settlement provided the agreed use of funds supports the National Responsible Gambling Strategy and accelerates the delivery of the strategy rather than displacing ordinary funding.

## 3 Income from other trading activities

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Industry sponsorship of conference and events	-	-	-	1,521	-	1,521
	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,521</u>	<u>-</u>	<u>1,521</u>

## 4 Income from investments

	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Bank Interest	104,211	-	104,211	12,989	-	12,989
	<u>104,211</u>	<u>-</u>	<u>104,211</u>	<u>12,989</u>	<u>-</u>	<u>12,989</u>

## 5a Analysis of expenditure

	Charitable activities						2019 Total £	2018 Total £
	Cost of generating funds £	Research £	Education £	Treatment £	Governance costs £	Support costs £		
Staff costs (Note 8)	140,434	194,617	156,765	180,792	113,643	111,859	898,110	690,211
Grants payable (Note 6a)	-	1,449,228	2,826,782	5,874,064	-	-	10,150,074	5,937,390
Reversal of accrued grant commitments from prior years	-	-	-	-	-	-	-	(2,925)
Contracts with institutions and individuals	-	19,745	3,746,733	66,740	-	-	3,833,218	969,309
Research, Education and Treatment project costs	-	60,823	70,957	36,786	-	-	168,566	263,232
Fundraising costs	5,854	-	-	-	-	-	5,854	19,100
Premises cost	-	-	-	-	-	181,473	181,473	97,329
Telecommunications	-	-	-	-	-	13,195	13,195	10,733
Public relations and branding	39,060	30,486	30,486	30,486	-	-	130,518	119,986
Corporate website costs	1,749	-	-	-	-	-	1,749	1,209
Accountancy and audit fee	-	-	-	-	10,000	21,221	31,221	33,763
Legal fees	-	-	-	-	-	28,428	28,428	16,896
Recruitment fees	-	-	-	-	44,054	46,612	90,666	51,254
Printing, postage and office supplies	-	-	-	-	-	7,219	7,219	6,798
Software and IT costs	-	-	-	-	-	18,491	18,491	26,725
Travel, conferences & meeting costs	-	-	-	-	-	57,348	57,348	42,694
Trustee expenses not included in direct project costs (note 8)	-	-	-	-	3,358	-	3,358	2,346
Depreciation and loss on disposal of assets	-	-	-	-	-	9,227	9,227	4,437
Insurance	-	-	-	-	-	13,138	13,138	2,791
Staff welfare	-	-	-	-	-	1,338	1,338	899
Subscriptions and memberships	-	-	-	-	-	3,451	3,451	3,460
Charges	-	-	-	-	-	3,414	3,414	1,684
	187,097	1,754,899	6,831,723	6,188,868	171,055	516,414	15,650,056	8,299,321
Support costs	129,104	160,088	108,447	118,775	-	(516,414)	-	-
Governance costs	42,763	53,027	35,922	39,343	(171,055)	-	-	-
<b>Total expenditure 2019</b>	<b>358,964</b>	<b>1,968,014</b>	<b>6,976,092</b>	<b>6,346,986</b>	<b>-</b>	<b>-</b>	<b>15,650,056</b>	<b>8,299,321</b>
Total expenditure 2018	368,507	1,234,044	1,103,859	5,592,911	-	-	8,299,321	

## 5b Analysis of expenditure

	Charitable activities				Governance costs £	Support costs £	2018 Total £	2017 Total £
	Cost of generating funds £	Research £	Education £	Treatment £				
Staff costs (Note 8)	144,748	114,022	90,103	154,239	113,566	73,533	690,211	565,287
Grants payable (Note 6b)	-	860,841	-	5,076,549	-	-	5,937,390	5,336,081
Reversal of accrued grant commitments from prior years	-	(2,925)	-	-	-	-	(2,925)	-
Contracts with institutions and individuals	-	77,564	881,745	10,000	-	-	969,309	1,856,301
Research, Education and Treatment project costs	-	44,504	11,531	207,197	-	-	263,232	120,773
Fundraising costs	19,100	-	-	-	-	-	19,100	9,600
Premises cost	-	-	-	-	-	97,329	97,329	68,875
Telecommunications	-	-	-	-	-	10,733	10,733	6,398
Public relations and branding	37,222	27,588	27,588	27,588	-	-	119,986	106,027
Corporate website costs	1,209	-	-	-	-	-	1,209	1,225
Accountancy and audit fee	-	-	-	-	11,640	22,123	33,763	32,783
Legal fees	-	-	-	-	-	16,896	16,896	24,229
Recruitment fees	-	-	-	-	35,040	16,214	51,254	40,555
Printing, postage and office supplies	-	-	-	-	-	6,798	6,798	12,351
Software and IT costs	-	-	-	-	-	26,725	26,725	10,335
Travel, conferences & meeting costs	-	-	-	-	-	42,694	42,694	55,527
Trustee expenses not included in direct project costs (note 8)	-	-	-	-	2,346	-	2,346	4,273
Depreciation and loss on disposal of assets	-	-	-	-	-	4,437	4,437	5,710
Insurance	-	-	-	-	-	2,791	2,791	2,187
Staff welfare	-	-	-	-	-	899	899	329
Subscriptions and memberships	-	-	-	-	-	3,460	3,460	2,652
Charges	-	-	-	-	-	1,684	1,684	830
	202,279	1,121,594	1,010,967	5,475,573	162,592	326,316	8,299,321	8,262,328
Support costs	110,947	75,053	62,000	78,316	-	(326,316)	-	-
Governance costs	55,281	37,397	30,892	39,022	(162,592)	-	-	-
<b>Total expenditure 2018</b>	<b>368,507</b>	<b>1,234,044</b>	<b>1,103,859</b>	<b>5,592,911</b>	<b>-</b>	<b>-</b>	<b>8,299,321</b>	<b>8,262,328</b>
Total expenditure 2017	368,487	1,469,188	1,295,037	5,129,616	-	-	8,262,328	

## 6a Grant making (current year)

	Grants to institutions £	Project costs £	2019 £	2018 £
GamCare (Treatment)	4,563,283	6,052	4,569,335	4,191,132
The Gordon Moody Association (Treatment)	731,860	128	731,988	711,837
CNWL NHS Foundation Trust – CNWL Problem Gambling Clinic Treatment	383,921	22	383,943	376,244
Citizens Advice Gambling Support Service (Education)	195,000	10,764	205,764	–
Fast Forward Scottish Education Hub (Education)	1,550,319	728	1,551,047	–
RSPH Gambling Health Alliance (Education)	803,963	14,920	818,883	–
Education	285,000	–	285,000	–
Research	187,500	996	188,496	–
Natcen Patterns of Play	515,495	5,194	520,689	–
Natcen Treatment Delivery Gap Analysis R SA 1/2/19	686,194	27,701	713,895	–
	247,539	750	248,289	866,423
	10,150,074	67,255	10,217,329	6,145,636
Reversal of accrued grant commitments from prior years	–	–	–	(2,925)
At the end of the year	10,150,074	67,255	10,217,329	6,142,711

## 6b Grant making (prior year)

	Grants to institutions £	Project costs £	2018 £	2017 £
GamCare	4,000,000	191,132	4,191,132	3,954,547
The Gordon Moody Association	711,024	813	711,837	647,854
CNWL NHS Foundation Trust – CNWL Problem Gambling Clinic Research	365,525	10,719	376,244	360,750
	860,841	5,582	866,423	432,477
	5,937,390	208,246	6,145,636	5,395,628
Reversal of accrued grant commitments from prior years	(2,925)	–	(2,925)	–
At the end of the year	5,934,465	208,246	6,142,711	5,395,628

## 7 Net incoming resources for the year

This is stated after charging:

	2019 £	2018 £
Depreciation	5,704	4,315
Loss or profit on disposal of fixed assets	3,523	122
Operating lease rentals:		
Property	176,893	95,542
Other	729	717
Auditor's remuneration (excluding VAT):		
Audit	10,000	9,700

**8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel**

Staff costs were as follows:

	2019 £	2018 £
Salaries and wages	739,156	543,331
Social security costs	78,685	60,840
Employer's contribution to defined contribution pension schemes	43,599	30,788
Temporary staff costs	28,661	52,899
Staff training	8,009	2,353
	<u>898,110</u>	<u>690,211</u>

The following number of employees received employee benefits (excluding employer pension costs and national insurance) during the year between:

	2019 No.	2018 No.
£60,000 – £69,999	3	3
£70,000 – £79,999	1	–
£80,000 – £89,999	1	1
£100,000 – £109,999	1	–
£110,001 – £120,000	–	1
	<u>–</u>	<u>1</u>

**Key management personnel**

Total employee benefits including pension contributions and national insurance of the key management personnel were £293,166 (2017/18: £296,672). This includes the remuneration of the Chair of the charity for her role on the Board. She was paid £51,000 (2017/18: £51,000) and her pension contributions were £3,060 (2017/18: £3,060).

A payment of £nil (£650: 2017/18) was made to Alan Jamieson in respect of attendance at meetings, and professional expertise and advice. This payment was made under a formal contract for services that limits the number of days they can be paid for, as provided for in the governing document.

**Trustee expenses**

During the year, a payment of £2,048 (2017/18: £1,399) was made to the Chair of GambleAware for travel expenses to meetings. £422.40 was paid to five (2017/18: three) of the trustees of GambleAware (2017/18: £3,230) to reimburse the costs of travel, accommodation and subsistence relating to charitable expenditure activities and trustee meetings. These reimbursed expenses and remuneration are included in expenditure. There were trustee expenses of £2,052 (2017/18: £295) outstanding at the year-end.

**9 Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2019 No.	2018 No.
Support	13	9
	<u>13</u>	<u>9</u>

**10 Related party transactions**

Aggregate donations from related parties were £1,105,600 which included a £500,000 regulatory settlement (2018: £2,088,300). Transactions with trustees are disclosed in Note 8.

**11 Taxation**

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**12 Tangible fixed assets**

	Fixtures and fittings £	Computer equipment £	Total £
<b>Cost or valuation</b>			
At the start of the year	7,000	20,977	27,977
Additions in year	494	10,116	10,610
Disposals in year	(4,368)	(96)	(4,464)
At the end of the year	<u>3,126</u>	<u>30,997</u>	<u>34,123</u>
<b>Depreciation</b>			
At the start of the year	2,606	13,741	16,347
Charge for the year	(70)	5,774	5,704
Eliminated on disposal	(874)	(67)	(941)
At the end of the year	<u>1,662</u>	<u>19,448</u>	<u>21,110</u>
<b>Net book value</b>			
<b>At the end of the year</b>	<u>1,464</u>	<u>11,549</u>	<u>13,013</u>
At the start of the year	<u>4,394</u>	<u>7,236</u>	<u>11,630</u>

All of the above assets are used for charitable purposes.

**13 Debtors**

	2019 £	2018 £
Outstanding donations	1,395,097	1,653,756
Accrued income: donations pledged and/or received after year-end	–	271,362
Prepayments	1,660,249	39,866
Other debtors	21,019	3,377
	<u>3,076,365</u>	<u>1,968,361</u>

All outstanding donations and accrued income were received by the date of this report.

**14 Creditors: amounts falling due within one year**

	2019 £	2018 £
Trade creditors	1,142,702	289,028
Taxation and social security	24,912	30,866
Pensions	9,244	3,346
Accruals	201,163	17,186
Accrued grants payable	2,334,134	666,148
	<u>3,712,155</u>	<u>1,006,574</u>

**15 Creditors: amounts due after more than one year**

	2019 £	2018 £
Accrued grants payable after more than two years	1,341,688	131,816
	<u>1,341,688</u>	<u>131,816</u>

**16 Pension scheme**

GambleAware's staging date for auto-enrolment was May 2017 and at this date GambleAware opened a group scheme and started paying contributions of 6% of employees' basic salary into the new plan. Prior to setting up the group scheme, GambleAware paid into employees' individual pension plans at the same contribution level. During 2018/19, pensions were paid to 13 members of staff and to the Chair (2017/18: nine, including employees who left mid-way through the year). At 31 March 2019, GambleAware held liability of £9,244 (2017/18: £3,346) for unpaid employer pension contributions for the year.

## 17 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £10.

## 18a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	13,013	-	-	13,013
Net current assets	3,413,436	6,941,180	5,909,046	16,263,662
Long term liabilities	(1,341,688)	-	-	(1,341,688)
<b>Net assets at 31 March 2019</b>	<b>2,084,761</b>	<b>6,941,180</b>	<b>5,909,046</b>	<b>14,934,987</b>

## 18b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Total funds £
Tangible fixed assets	11,630	-	11,630
Net current assets	916,626	11,347,050	12,263,676
Long term liabilities	(131,816)	-	(131,816)
<b>Net assets at 31 March 2018</b>	<b>796,440</b>	<b>11,347,050</b>	<b>12,143,490</b>

## 20a Movements in funds (current year)

	At 1 April 2018 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2019 £
<b>Restricted funds:</b>					
Safer Gambling Campaign	-	1,417,491	(1,417,491)	-	-
South Wales Education & Treatment	-	5,000	(5,000)	-	-
Reg Settlement to accelerate progress towards to delivery of the National Responsible Gambling Strategy	-	5,909,046	-	-	5,909,046
<b>Total restricted funds</b>	-	7,331,537	(1,422,491)	-	5,909,046
<b>Unrestricted funds:</b>					
Designated funds:					
Designated Research funds	2,000,000	-	(9,153)	-	1,990,847
Designated Education funds	3,250,000	-	(3,250,000)	-	-
Designated Treatment funds	6,097,050	-	(5,621,484)	-	475,566
<b>Total designated funds 2018 - 19</b>	11,347,050	-	(8,880,637)	-	2,466,413
Designated funds:					
Designated Research funds	-	-	-	300,000	300,000
Designated Education funds	-	-	-	2,342,068	2,342,068
Designated Treatment funds	-	-	-	1,832,699	1,832,699
<b>Total designated funds 2019 - 20</b>				4,474,767	4,474,767
General funds	796,440	11,110,016	(5,346,928)	(4,474,767)	2,084,761
<b>Total unrestricted funds</b>	12,143,490	11,110,016	(5,346,928)	-	9,025,941
<b>Total funds</b>	12,143,490	18,441,553	(6,769,419)	-	14,934,987

## 20b Movements in funds (prior year)

	At 1 April 2017	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2018 £
<b>Restricted funds:</b>					
Education – Islington Outreach Project	–	59,550	(59,550)	–	–
Education – Responsible Gambling Week Chat Room	–	4,248	(4,248)	–	–
<b>Total restricted funds</b>	–	63,798	(63,798)	–	–
<b>Unrestricted funds:</b>					
Designated funds:					
Designated Research funds	–	–	–	2,000,000	2,000,000
Designated Education funds	–	–	–	3,250,000	3,250,000
Designated Treatment funds	–	–	–	6,097,050	6,097,050
<b>Total designated funds</b>	–	–	–	11,347,050	11,347,050
General funds	5,935,356	14,443,657	(8,235,523)	(11,347,050)	796,440
<b>Total unrestricted funds</b>	5,935,356	14,443,657	(8,235,523)	–	12,143,490
<b>Total funds</b>	5,935,356	14,507,455	(8,299,321)	–	12,143,490

**Purposes of restricted funds (prior year)****Education – Islington Outreach Project**

A pilot project to provide outreach support to Islington licensed betting offices, helping customers who are identified as either at risk or problem gamblers and providing support and training for staff members.

**Education – Responsible Week Chat Room**

A platform hosted on the BeGambleAware website, to promote conversation about Responsible Gambling Week, which was held in October 2017 and which was run by the Industry Group for Responsible Gambling.

**Purposes of restricted funds (current year)****Education – South Wales Education & Treatment £5,000**

Funds were used to translate & print new posters & leaflets that were initially displayed in GP's surgeries from English into Welsh. It was found patient engagement was 17% higher for this campaign than another running at the same time, when trialled earlier in 2018.

**Education – Safer Gambling Campaign £1,417,419**

In October 2017, when launching a consultation on a wider policy review, the government announced a new responsible gambling 2 year advertising campaign to be funded by broadcasters and the gambling industry, but independently delivered by GambleAware. The funds that we received have been accordingly allocated to this campaign, in the form of TV and Google Media production & advertising.

**Treatment – To accelerate progress towards to delivery of the National Responsible Gambling Strategy £5,909,046**

Funds have been set aside to establish an industry data repository and ESRC supported research centre, along with this we would like to improve the capacity & performance of the National Gambling Treatment Service – NHS Northern Gambling Clinic

**Purposes of designated funds £11,347,050 (For Year 2018–19)****Research – Innovation Bids £2,000,000**

Funds set aside, outside the RGSB Research programme, for collaboration and co-funding with other research agencies, with the purpose of leveraging research commissioning expertise, and to increase interest in gambling as an important topic of research. Commitment of expenditure is anticipated in 2019/20.

**Education – Citizens Advice National Delivery £1,500,000**

Funding of a national project to train debt advice workers and other professionals to identify and respond to gambling-related harm. This is a two-year project, which started in Autumn 2018.

**Education – Fast Forward Scottish Youth Gambling Project £750,000**

Funding of a national youth problem gambling initiative across Scotland for three years. The programme will provide the relevant training and resources needed by youth-workers, teachers and other professionals to address gambling-related issues. The project started in Autumn 2018.



**Purposes of designated funds £11,347,050 (For Year 2018–19) continued****Education – Safer Gambling Campaign £1,000,000**

Leading a major safer gambling advertising campaign targeting young men, the highest risk group – working with commercial broadcasters, related industry groups and public health bodies. There is commitment from the gambling industry to support the initiative – but until this funding is confirmed, GambleAware has designated funds to support the creation and delivery of the campaign, which is expected to be launched in late 2018.

**Treatment – NHS Northern Gambling Clinic £500,000**

An integrated community hub pilot project, working with the NHS and Local Authority partners to promote awareness of gambling support services and easy access to help via a community-based one-stop-shop. This funding is part of a three-year project, with Phase 1 expected to be rolled out during 2019. Carried forward funds of £475,566 at 31 March 2019 will be spent down in 2019/20.

**Treatment – Gordon Moody Association £731,859**

Residential rehabilitation from April 2018 to March 2019. This funding is part of a three-year agreement running to 2020.

**Treatment – CNWL Problem Gambling Clinic £372,708**

CBT and psychiatric care based within the Addictions Service at Central North West London NHS Trust, from April 2018 to March 2019. This funding is part of a three-year agreement running to 2020.

**Treatment – GamCare £4,492,483**

The National Gambling Helpline and a partner network of 15 treatment organisations across Great Britain providing counselling, from April 2018 to March 2019. This funding is part of a three-year agreement running to 2021.

**Purposes of designated funds – £4,474,767 (For Year 2019 –2020)****Research – £300,000**

Funds set aside for collaboration and co-funding with other research agencies, including Ipsos Mori and Coffey International for evaluation of multi operator self exclusion schemes and patterns of play research.

**Safer Gambling Campaign – BetRegret £2,342,068**

Marketing and media activity to support the BetRegret campaign.

**Treatment – GamCare £1,832,699**

GamCare is providing to the end of March 2021, a suite of solutions including partner networks, helplines, 24 hour pilots, wider geographical cover (including Leeds and York), BetKnowMore and Computerised Behavioural Therapy.

**21 Analysis of cash and cash equivalents**

	At 1 April 2018	Cash flows	Other changes	At 31 March 2019
	£	£	£	£
Cash at bank and in hand	11,295,844	4,586,382	–	15,882,226
Notice deposits (three months to one year)	6,045	1,011,181	–	1,017,226
<b>Total cash and cash equivalents</b>	<b>11,301,889</b>	<b>5,597,563</b>	<b>–</b>	<b>16,899,452</b>

**22 Operating lease commitments**

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

	Property		Equipment	
	2019	2018	2019	2018
	£	£	£	£
Less than one year	158,486	–	598	539
Over one year	145,279	–	1,121	–
	<b>303,765</b>	<b>–</b>	<b>1,719</b>	<b>539</b>