

# GambleAware

## Minutes of the Board of Trustees' meeting

<b>DATE</b>	Thursday 11 March 2021
<b>TIME</b>	10am – 12.30pm
<b>VENUE</b>	Virtual zoom

<b>PRESENT</b>	<b>INITIALS</b>	<b>NOTES</b>
Saffron Cordery	SC	Trustee
Sian Griffiths	SG	Trustee
Michelle Highman	MH	Trustee
Anthony Kessel	AK	Trustee
Kate Lampard	KL	Trustee / Chair
Rachel Pearce	RP	Trustee (item 6c onwards)
Paul Simpson	PS	Trustee
Marcantonio Spada	MS	Trustee
<b>IN ATTENDANCE</b>		
Alison Clare	AC	Director of Research & Evaluation (Interim) (items 1-11 only)
Marc Etches	MWE	Chief Executive
Jameela Khan	JK	Chief Finance and Corporate Services Officer (Interim) (items 1-11 only)
Charlie Napier	CN	Atlas Partners observer (items 1-11 only)
Zoe Osmond	ZO	Director of Communications & Engagement (Interim)
Jane Rigbye	JR	Director of Education (items 1-11 only)
Natalie Simpson	NS	Company Secretary (minutes) (items 1-11 only)

## **1. Welcome and apologies**

KL welcomed everyone to the meeting. Apologies were received from the Gambling Commission observers.

## **2. Declarations of interest**

There were no further declarations of interest, beyond those already recorded.

## **3. Minutes of meeting – 10 December 2020**

The minutes of the Board of trustees' meeting held on 10 December 2020 were approved as a true and accurate record.

## **4. Matters arising**

Matters arising are either complete or to be discussed later in the agenda.

The following action is in hand: Treatment providers to be formally asked how they are addressing the safeguarding risk arising from the changed circumstances in which they are operating. JR to report back to the lead trustee for safeguarding.

### **a. Research & Evaluation Committee (REC)**

The minutes of the REC meeting on 11 February 2021 were noted.

### **b. Education & Treatment Committee (ETC)**

The minutes of the ETC meeting on 25 February 2021 were received as presented.

SG left the meeting.

At its meeting, the Committee made two funding recommendations to the full Board, subject to agreeing budgets for 2021/22 and 2022/23. All trustees were subsequently provided with the relevant Committee papers by email.

**It was agreed in principle, subject to the 2021/22 and 2022/23 budgets being signed off by the Resources Committee and then the full Board of trustees, that:**

- in approving financial plans for 2021/22 and beyond, the grant agreement with GamCare for the night-time pilot of the Helpline be increased by £64k pa from March 2021
- GMA and CNWL grant agreements are extended from September and December 2021 respectively up to September 2022. The management team should continue the discussions required with statutory agencies to enable the recommissioning process for the NGTS to be carried out during 2021/22. There should be flexibility with the end dates of other treatment grant agreements in order for a staged process to allow for capacity to manage the commissioning process.

SG re-joined the meeting.

## 5. Reappointment of trustees

Two trustees have reached the end of their first three-year term on the Board.

**SC and MH were reappointed for a second (and final) three-year term on the Board.**

AK has reached the end of his first three-year term as Chair of the Research & Evaluation Committee and was **re-elected for a second three-year term as REC Chair.**

It was noted that the Chair recently held 121 meetings with trustees, and there was consensus that there are too few trustees, in terms of the amount of work to be undertaken by the Board, and a more diverse Board is required as soon as possible.

MS will not seek re-election at the end of his first three-year term in September 2021, due to other commitments.

**Action:** Recruitment of new trustees will begin in April, independently of the Board evaluation, in order for the evaluation not to hold up recruitment.

## 6. GambleAware

### a. Chief Executive's report

The report from the Chief Executive was received as presented.

**Department for Health & Social Care (DHSC)** – the Terms of Reference of the DHSC/ GambleAware/NHS England Advisory Group are not yet agreed as DHSC are still ensuring they have the right seniority of personnel in the group. It is understood that commissioning and funding recommendations will be made by the group rather than elsewhere in Government.

**Personnel** – it was noted that ZO is the incoming Chief Executive and JR is currently also taking responsibility for commissioning treatment services. Trustees made clear that although the organisation design work is underway, ZO/JR should not hesitate to inform trustees if they require more support in the meantime. It was agreed that although the organisation is currently seeking to minimise interim arrangements, if support is required then there would be no problem with providing additional interim staff.

**Funding decisions approved by correspondence – trustees approved by email the following:**

- **Citizens Advice (England & Wales) - £1,776,644** (2021/22: £596,165; 2022/23: £586,325; 2023/24: £594,154) (18 December 2020)
- **Academic Research Hub - £2,500,000** (2021/22: £500,000; 2022/23: £1,000,000; 2023/24: £1,000,000) (18 December 2020)
- Allocation of the remaining balance of the 'contingency' line in the R&E budget for 2020/21 to enhance the **PhD programme - £140,000.** (21 December 2020)
- **Gordon Moody Association - £212,317** (2021/22) for increased demand for outreach services due to COVID-19 pandemic (18 January 2021).

### b. Safeguarding matters

The routine update on safeguarding activity and issues was received as presented.

JR reassured trustees that all safeguarding processes are in place. Internal/external safeguarding policies will be reviewed with SC (lead safeguarding trustee) in April, as well as the process by which SC can reassure herself on behalf of trustees.

It was noted again that safeguarding is the responsibility of all trustees, and it was agreed that an annual safeguarding session will be arranged to cover what the Board aims to achieve and how assurance is provided.

**Action:** JR will report to the next Board meeting with an updated Safeguarding Policy and timetable for an annual trustee safeguarding session.

### **c. Corporate Services update**

Recent work undertaken by the Corporate Services Team was received as presented.

**Equality, diversity & inclusion (EDI)** – an EDI strategy is being created and management is working on ensuring that all GambleAware’s new strategies are inclusive and follow EDI principles.

RP joined the meeting & SG left the meeting.

## **7. Commissioning update – research, prevention, treatment & communications**

The update on commissioning activity was received as presented.

**Research** - it was noted that closing the legacy projects with operators has been subject to further delays, but the general trend towards undertaking research to support the commissioning strategy, and closing down legacy projects, continues. Trustees are enthusiastic about this direction of travel, as well as the greater emphasis on evaluation.

**Treatment/Prevention** - there was discussion about a small but under-performing contract that had been discussed by the ETC, and whether there should be a process for any loss to be recognised in the accounts.

SG re-joined the meeting.

The management team’s approach to managing the performance of the grant was supported.

**Communications/Campaigns** – the corporate identity upgrade process was discussed and it was agreed that the design will be agreed by staff rather than trustees.

**Action:** ZO to share the corporate identity update principles with trustees.

## **8. Financials**

### **a. Fundraising**

The update on the 2020/21 fundraising to date was received as presented and it was noted that additional donations are expected this year.

**Action:** The 4 companies committed to providing £100 million over 4 years to be presented on a different line to the rest of the ordinary donations.

It was noted that good communication with the industry about the Bet Regret Campaign was key in achieving the required funding.

**Action:** NS to send the Bet Regret synthesis report to trustees.

**Action:** ZO to provide trustees with a factsheet about the top gambling companies, to be updated at least annually.

#### **b. Management accounts – Q3 2020/21**

The management accounts for Quarter 3 2020/21 were noted.

### **9. Communications & engagement**

#### **a. Safer Gambling Campaign (SGC) Board – 21 January 2021**

The SGC minutes were received as presented.

#### **b. NGTS Women campaign update**

An update was provided on the women's campaign, with research showing it is a strong campaign resonating with all women. The campaign is specifically targeted for treatment, with the aim of directing women to the National Gambling Helpline.

### **10. Stakeholder activity**

There were no stakeholders present at the meeting.

**Action:** ZO to discuss with the Gambling Commission whether they intend to send observers to Board meetings.

### **11. Any other business**

None.

### **12. Trustee discussion – HR update**

Observers and the management team, with the exception of MWE and ZO, left the meeting.

A note on this item is available from ZO.