

# GambleAware

**REPORT AND  
FINANCIAL  
STATEMENTS  
2015/16**



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# CHAIR'S FOREWORD

## THE YEAR ENDED 31 MARCH 2016 WAS ANOTHER YEAR OF SIGNIFICANT PROGRESS FOR THE RESPONSIBLE GAMBLING TRUST (RGT), AN INDEPENDENT CHARITY NOW OPERATING AS GAMBLEAWARE.

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As a newcomer to the field, I have the opportunity to cast a fresh pair of eyes over the work of GambleAware – and the overall arrangements in place for minimising gambling-related harm across Great Britain through research, education and treatment.

On the positive side, the available data suggests that rates of problem gambling have remained broadly stable, and, as a percentage, low in spite of the continued growth of the gambling industry, extensive advertising of its products and easier access to gambling, such as through mobile technology. There is an extensive programme of research improving our understanding of the issues involved, and 30 per cent of the population are aware of the GambleAware website.

The treatment providers are sufficiently funded to have manageable waiting lists, and we are able to ensure those who determine they want help to address their problem can be assessed within two weeks. Treatment services are locally accessible across much of Great Britain and our performance data indicates they achieve measurable improvements.

On the other hand however, there are some significant challenges. Low levels of problem gambling across the population mask some much higher levels amongst those who gamble regularly and within particularly vulnerable groups such as the homeless, ex-military and those in the criminal justice system. Also, it is possible that while the rates of problem gamblers are stable, the extent of gambling-related harm may have increased. While few can miss the political attention paid to gaming machines in bookmakers, it is important to remember that all forms of gambling carry the risk of being harmful, and prevalence surveys reveal that some, such as the National Lottery's products, have far more customers and so a relatively low rate may disguise the number of problem gamblers that buy

those products. As our recent research into another sector with large numbers of regular players, bingo, showed, there is a worryingly low level of awareness amongst gamblers of where to go to get help if they want to cut down or stop altogether. The wealth of academic research appears only by exception to have been applied in practice. One good example of application is GambleAware's research into markers of harm on machine play, which is now being converted into algorithms to spot risky behaviour and prompt intervention.

The total number of problem gamblers in Britain is estimated to be some quarter of a million, and of course for each one of those there are family and friends who endure its effect as well, whether or not they spot this hidden addiction. GambleAware's national network of treatment providers is reaching just three per cent of problem gamblers – there is a very large gap to close.

So, while there has been a lot of valuable work to date, laying the foundations for a system which can deliver the results we need, there is a sizeable task ahead for GambleAware. We will work closely with our stakeholders – government, the regulator, operators, campaigners, academics, treatment providers and above all of these, those suffering from gambling-related harm themselves. Everything GambleAware does must pass this test: does it help reduce the harm caused by gambling?

My appointment has been an opportunity to review and revise the organisational structure and processes of GambleAware. It will mean a change of gear and a new phase in the role and work of GambleAware. In doing this as a Board of trustees, we will build on the extensive work done in preparation for our new five-year strategy by my predecessor, Neil Goulden, and GambleAware's impressive and committed staff.

## CHAIR'S FOREWORD CONTINUED

Neil has led a significant cultural shift across the industry towards social responsibility being seen as a cornerstone of the way businesses operate. Leading companies contribute heavily to fund our work, and a large majority of even the smallest licensed businesses now make regular contributions. Doing so is now widely accepted as the right thing to do. Neil volunteered a great deal of his time and energy to RGT, and I know my fellow trustees would wish to put on record our gratitude to him for all that he accomplished.

GambleAware's structures protect the impartiality of the research it funds, but we cannot ignore the risk of perceptions being that the industry may seek to influence our work. So I was pleased that the Charity Commission was prompted to conduct a rigorous review of the way in which GambleAware manages potential conflicts of interest and concluded, unequivocally, that conflict was well managed within the charity.

Among the organisational arrangements where we are making changes are:

- **NAME CHANGE** – given that raising awareness of GambleAware is critical to our success in helping people find the advice and treatment they need, operating as RGT was both confusing and meant we lost many opportunities for earned-media promotion of the website and our support services, so trustees have agreed to rename the trust as simply "GambleAware".
- **APPOINTMENT OF NEW TRUSTEES** – we intend to have more independent members of the Board. While those with connections to the industry bring both their network and knowledge, they will be selected first and foremost for what they can offer as trustees rather than as appointed representatives of a particular sector of the industry.

- **COMMITTEE STRUCTURE** – we will be re-balancing work across a new set of sub-committees which advise the full Board, including a new Audit and Risk Committee.
- **EXECUTIVE TEAM AND PREMISES** – while it is important to keep our own administrative costs to a minimum, GambleAware needs a leadership team sufficiently resourced to deliver the organisation's burgeoning agenda, and that means we've recently outgrown our office and have now moved to a new space with improved facilities.

The emphasis will be on working as efficiently as possible to understand the nature and causes of gambling-related harm and to deliver practical and sustainable solutions for minimising that harm.

As a charity, we have no intention of becoming a political, campaigning organisation, but we will say what we see. GambleAware will seek to translate the research it funds to make firm recommendations for action to treatment providers, the industry, the Responsible Gambling Strategy Board, the Gambling Commission, politicians and others in a position to help us reduce harm.

Our research will be increasingly focused on practical application. We will always ask of our researchers, "so what?". We will look for specific recommendations for action as a result of the research we fund.

Working closely with the Gambling Commission, we will seek to ensure that all parts of the wider gambling industry and all licence-holders contribute their fair share to the work of GambleAware. It strikes me that asking for just one tenth of one per cent of gross profits is an extremely modest request – so at the very least, we must expect all operators to meet that commitment in full, without hesitation. And



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indeed, if we can make the case that we need more because our efforts to raise awareness of sources of help lead to greater demands on treatment services, then we will not hesitate to do so, and will expect the industry to rise to that challenge. While we see a very strong case for maintaining the voluntary system of funding for research, education and treatment, our first priority has to be providing sufficient help for all those who seek it, so we would not hesitate in supporting the commencement of the statutory levy if the voluntary system fails to deliver.

We intend to maintain a rolling five-year strategy and will review the document annually, taking into account any changes to the strategic priorities set out in the National Responsible Gambling Strategy, 2016-19, published by the Responsible Gambling Strategy Board and endorsed by the Gambling Commission.

While we will continue to engage with the gambling industry to ensure secure funding, sharing of information vital to our research work, and the testing and implementation of solutions to minimise gambling-related harm, we are an independent charity charged with advancing the prevention and treatment of gambling-related harm and that will be our overriding concern.

I wish to take this opportunity to thank Marc and his team of staff, my fellow trustees, and our provider partners for their sterling work in support of our fundraising and commissioning activities, and to congratulate them on a successful 2015/16.

**KATE LAMPARD CBE,  
CHAIR OF THE BOARD OF TRUSTEES**

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# CHIEF EXECUTIVE'S REPORT

Since its launch in April 2012, RGT now operating as GambleAware has established itself as a respected and independent charity working in partnership with the British-based gambling industry, the Gambling Commission and the Responsible Gambling Strategy Board (RGSB), as well as the Government via the Department of Culture, Media and Sport (DCMS), and an array of treatment providers.

In 2015/16, GambleAware fundraised £7.6 million from both the British land-based gambling industry and global online gambling organisations that provide services to the British market. The success of the current voluntary (donation-based) arrangements rests in the confidence that the money raised is spent wisely and is successful in achieving desired outcomes in relation to research, treatment and harm-minimisation.

Funding priorities are guided by the National Responsible Gambling Strategy, 2016-19 published by RGSB and endorsed by the Gambling Commission. We develop our commissioning plans in collaboration with RGSB and the Gambling Commission. These arrangements are underpinned by an 'assurance and governance framework' agreed between the three parties and rely on openness, transparency and partnership to deliver results. This Statement of Intent was published in August 2012. In July 2014, an additional protocol to further improve partnership working between GambleAware, RGSB and the Gambling Commission was appended to the original Statement of Intent and is available via the GambleAware website.

As an independent national charity, GambleAware is registered with and regulated by the Charity Commission for England and Wales and trustees have adopted its 'Hallmarks of an Effective Charity' to ensure best practice.

GambleAware continues to ensure that its Board of trustees properly balances the need to retain the confidence of a diverse industry, vital in the context of a voluntary (donation-based) system, with the need for robust governance arrangements when commissioning independent research, for example. The inclusion of trustees who work in the British gambling industry helps to facilitate confidence in and support for GambleAware across the industry. In turn, this promotes better understanding of and willing engagement in harm-minimisation measures, which is exemplified by the independent research into industry data, venues, gaming machines and customers brokered by GambleAware in relation to licensed betting offices (2013/14), bingo (2015/16) and remote gambling (2015/16).

GambleAware has an eminent group of non-industry trustees, who oversee the charity's research activities via a Research Committee, and a Treatment Expert Panel of experienced experts who advise trustees in relation to treatment and harm-minimisation. A register of interests of all trustees is published on the GambleAware website. GambleAware understands the need to be financially sound and prudent, as well as transparent and accountable, so as to generate widespread trust and credibility in its independence and integrity. A Remuneration Committee made up of three of GambleAware's trustees operates to review and to make recommendations regarding the recruitment, salaries and benefits of all management and staff members. An Audit and Risk Committee serves to advise the Board regarding matters of financial control and the management of risk.

In November 2016 GambleAware trustees published a new rolling five-year strategy in response to the publication by RGSB of the National Responsible Gambling Strategy, 2016-19. In parallel, new research and communications strategies are being developed.



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## TREATMENT AND HARM-MINIMISATION

**During the year ending 31 March 2016, GambleAware spent over £5 million on treatment and harm-minimisation services.**

GambleAware currently commissions a system consisting of a Helpline and web-based help, community-based psychosocial interventions for problem gamblers and 'significant others' impacted by another's gambling problems, and a residential rehabilitation unit.

The National Gambling Helpline, delivered by GamCare, provides a multi-channel, confidential help and listening service, information, assessment, and brief interventions, from 8 am to midnight, 7 days a week. The service also offers a moderated online forum for problem gamblers, their family and friends, and an online chat room that provides moderated on-line discussion sessions.

The community-based psychosocial interventions commissioned include up to 12 week/sessions of psychosocial or counselling support. GamCare provides services 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 services across Great Britain.

CNWL NHS Foundation Trust operates the National Problem Gambling Clinic that provides individual and group treatment in London.

Gordon Moody Association is the sole provider of commissioned residential rehabilitation and provides residential assessment and a 3-month residential programme for men, and a mixed-model residential and outpatient treatment for women.

All treatment services funded by GambleAware implement GambleAware's pioneering Data Reporting Framework (DRF). This ensures that data compiled on the nature and outcomes of the treatment the services provide is to a nationally agreed standard. This data will allow GambleAware to evaluate rigorously these outcomes based on robust and comparable evidence. GambleAware is actively encouraging other non-GambleAware funded problem gambling treatment services to use the DRF to help build what is anticipated to be a world-leading dataset, and to inform the development of best practice and outstanding care in Great Britain.

In the year ending 31 March 2016, the National Gambling Helpline received over 45,000 contacts, and GambleAware-funded problem gambling treatment service providers treated 7,700 clients. These numbers have increased annually in recent years, which is likely to be due to a number of factors, including increasing awareness of the services available.

**gambleaware.co.uk**  
GAMBLE RESPONSIBLY

GambleAware.co.uk is the most well recognised specialist website for those seeking advice about responsible gambling behaviour or help in dealing with problem gambling in Great Britain.

**THIS YEAR THERE WERE:**

**2.2 MILLION**

**HITS ON THE GAMBLEAWARE WEBSITE**

**6,000 VISITS  
TO THE WEBSITE PER DAY**

**A YOUNGVOV POLL REPORTED**

**30%**

**OF PEOPLE STATING, WHEN  
PROMPTED, THAT THEY HAD  
HEARD OF GAMBLEAWARE**





Trustees' ambition is to increase significantly public awareness of GambleAware, and to ensure that the website becomes a highly effective 'signpost' to support services for those suffering gambling-related harm. To this end, GambleAware will continue to rationalise its various brands (RGT, InfoHub, National Gambling Helpline, and GambleAware) by focusing on GambleAware as the single unifying brand name.

In relation to harm-minimisation, GambleAware commissioned a range of pilot projects, which include:

- 'gambling risk and harm-minimisation' pilots, providing gambling problem awareness raising, education and brief interventions in areas of Wales, Scotland and the West Midlands
- a service delivered by Citizen's Advice to increase the screening and provision of brief interventions to individuals seeking advice from non-problem gambling support agencies who may have difficulties with gambling
- development of educational materials for use in Scotland, England and Wales
- an educational project aimed at professional sports men and women
- screening and brief intervention for use in homelessness services
- a model of respite residential care for women with gambling problems provided by Gordon Moody.

## We were extremely grateful to the following donors for their support in 2015/16:

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Pastimes | Hillside (Gibraltar) Limited | Hillside Financial UK Ltd | HM Leisure | HNM Amusements | Holborn Fundraising Society | Holdsworth Amusements | Holdsworths Amusements | Hollywood Clubs Ltd | I Gaming | IG Index Ltd | IGT UK Gaming Ltd | IGT UK Interactive Ltd | Iludo Ltd | Iludo82 Limited | Independent Leisure Services | Indoor Games | Indoor Games Ltd | Software Limited | Interactive Exchange Services SL | Intervention Gaming (UK) Ltd | Intouch Games Ltd | Invicta Coin Services Ltd | I-Pools (Host) Ltd | i-Pools Ltd | Vending Ltd T/A Guildford Automatics | J&L Leisure (Amusements) Ltd | J&S Bingo Ltd | JA O'Brien's Pleasure Fairs | JA Sportsbook Limited | Jack Hayward Racin Leisureline | Jade Leisure Ltd | James Automatics | James Fannon | Jaxx UK Ltd | Jaybee Leisure (Leigh) Ltd | Jays Entertainments Limited | JB Jones Amusements Ltd | JNC Enterprises Ltd | Joe Jennings (Harlow) Ltd | John Codona's Pleasure Fairs Ltd | John Icke Automatics Ltd | John Ling & Son Ltd | John 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Ltd | Arthritis Care | Ashby Gaming Machines | Ashcroft Bookmakers Ltd | Asian BGE (Isle of Man) Limited | ASM Leisure Ltd | Aspull Racing | Associated Brewery  
Auto Amusements Ltd | Autobot Ltd | Automatic Machine Services Ltd | Automatic Vending Machines Ltd | Autovend | Avalon Racing | Away Resorts Ltd | Aydogan  
Holdings) Limited | Bally Gaming & Systems UK Ltd | Bally Technologies (Gibraltar) Limited | Bandai Namco Amusement Europe Limited | Bandmatic Ltd | Barclay  
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an Amusement Group | Charities Trust | Charity Pay Ltd | Charlie Edwards Leisure | Charlie Hayes Leisure Limited T/A Charlies | Cherry Automatics (Cambridge)  
usements) Limited | City Bookmakers | City of Gold | Clacton Pavilion plc | Clanbond Ltd | Clarks Leisure and Catering Ltd | Clearhill Enterprises Ltd | Cleveland  
d | Club Grand Bingo Ltd | Club Insure Ltd | Clyde Leisure Ltd | Coastfields Leisure Ltd | Co-Gaming Limited | Coin Castle Ltd | Coin Games Limited | Coin IT Leisure  
rie Leisure Ltd | CornTrade Programske Resivte DOO | Concept Bingo Limited | Concept Games Ltd | Connaught Bingo Club | Connaught Leisure Ltd | Continental  
o Amusements | Cosmo Bingo Eccles Ltd | Cosmo Bingo Stalybridge | Cosmo Gaming Company Ltd | Cotswold Micro Systems Ltd T/A CMS Gaming | Countgrade Ltd  
plies | Crown Automatics | Crown Bingo | Crown Leisure Ltd | Crown Racing (Sussex) Ltd | Cryptologic Trading Limited | Crystal Leisure Ltd | Cullis's Amusements  
Dale Begg Firm | Dart Amusements Limited | Datatote (England) Ltd | Dave Bindon | Dave Fowler | David Craggs T/A Bet 147 | David James Racing | David Lucas  
Dealpraise Ltd | Dedsert (Ireland) Limited | Deeside Automatics | Deeside Bookmakers Ltd | Degree 53 Limited | Deluxe Online Ltd | Derivco Ipswich Limited | Devil  
se Abilities Plus | DJC (Amusements) Ltd | DLG Leisure Limited | DM Campbell | DNA Gaming Ltd | Done Brothers (Cash Betting) Ltd T/A Betfred | Double D Racing |  
Ltd | Dynamic Gaming Ltd | E&D Leisure Ltd | Easi Games Ltd | East Kent Leasing Ltd | Eastbourne Sovereign Rotary Club | Eastern Automatics Ltd | Easyonline Ltd  
Electrocoin Automatics Ltd | Electrocoin Sales Ltd | Elite Coin Equipment | Elk Studios AB | Ellmount Gaming Limited | Embassy Racing Ltd | Empire Games Ltd |  
re | Essex Leisure Ltd | Etote Ltd | EU Lotto Ltd | Euroclub Network Limited | Euroclub Poker Limited | Euroduty Ltd T/A Merlins Amusements | Ever Adventure IOM  
Ltd | Expecto Ltd | Extraordinary eCommerce Limited | Extreme Live Gaming Limited | Eyecon Alderney Limited | F Simmonds & Sons | F&M Automatic Amusement  
Real Money Limited | Fantasy Island Fun Park | Fantasy Football Real Money Limited | Fantasy Sports Games Ireland Limited | Fantasy Sports Ltd | FB Buckingham  
ll Work | First 1 Club | Five Leisure | Fletcher Automatics (Rednal) Ltd | Flexihedge Limited | Flutters Leisure Ltd | Forth Social & Leisure Club | Foundation of Light  
ure | Furness Services (Cumbria) Ltd | Future Machines Ltd | Fyde Coin Equipment | Gaiety (Clacton) Ltd | Gailygain Ltd | Gain Capital UK Limited | Gallagher's  
ion | Games Warehouse Ltd | Gamestec Leisure Ltd | Gamesys Ltd | Gametech UK Limited | Gametime Leisure | GamezMonkey | Gaming Centres Limited | Gaming  
T/a George Symonds | Genesis Games Ltd | Genii Limited | Genting Alderney Ltd | Geo24 UK Limited | Geoff Banks | Geonomics Global Games Ltd | George Simmons  
al Gaming Ventures Ltd | Globe Automatics | Go Leisure | Goldchip Limited | Golden Sands Amusements | Golden Sovereign Arcade | Gondola Services / The Zone/  
uth) Ltd | Grand Pier Ltd | Grandspan Ltd | Grange Valley Amusements | Graves (Cumberland) Ltd | Greene King plc | Greenhill Racing Ltd | Greens Amusements  
| Guide Post and District Workmen's Social Club Ltd | Gulate Ltd T/A Kingstons Leisure | GVC Holdings plc | Hall Leisure Ltd | Halliday Leisure | Hambrid Ltd T/A  
our Amusements (Cornwall) T/A Patsea | Harbour Amusements (Devon) | Harbour Lights Amusements | Harbour Park Ltd | Harem Leisure Limited | Harker Leisure  
Automatics Ltd | HB Leisure Ltd | Heddleworth Amusements Ltd | Henry Danter | Henry Wallis Amusements | Herne Bay Leisure Ltd | Hessele Automatics Ltd | HF  
e (Shared Services) Limited | Hillside (Sports) GP Limited, acting in its capacity as general partner of Hillside (UK Sports) LP | Hillside (Technology) Limited | Hirose  
Horse Race Betting Levy Board | Horserworld Trust | Hospice Lotteries Association | Hotel & Apartments Social Club | Hull FC Lucky 13 | I&J Leisure Ltd | ICE Totally  
ndon | I-Meda Ltd | Inn-House Automatics Ltd | Inns & Leisure Ltd | Inspired Gaming Group Ltd | Inspired Technology (Yorkshire) Limited | Intellectual Property and  
| Iracam Investments Ltd | Isis Leisure | Island Entertainments Ltd | Itza Pleasure Ltd | Ivor Thomas Amusements Ltd | J Noble & Sons Ltd | J&J Norman LLP | J&J  
g Ltd | Jack Pearson (Turf Accountants) Ltd | Jackpot Amusements Ltd | Jackpot Derby Ltd | Jackpot Football Pools Ltd | Jackpot Leisure Ltd | Jackpoteers Ltd T/A  
d | JE Sheeran (Amusement Arcades) Ltd | Jeff Mabey Ltd | JEM Amusements Ltd | JHA Associates (UK) Ltd | JJ Bookmakers Ltd | JLM Gaming Ltd | JMS Amusements  
ntertainments (Tyne-side) Ltd T/A JET Ltd | Joyleon Racing | JRS Leisure Ltd | JSP Leisure Ltd | JTP Amusements Ltd | JVC Leisure Ltd | JWT Leisure | K&J Leisure Ltd  
Automatics | Keith Metcalfe | Keith Tomlin Racing | Ken Howells Sports Betting | Ken Joynes & Son Ltd | Kenclup Equipment | KG Metcalfe | Kim Thurston T/A Games  
Automatics | KTO Ltd | KV Leisure Limited | L&S Sporting | Ladbroke's Coral plc | Lakerose Leisure Ltd | Lancashire Leisure Equipment Ltd | Langlois Son & Partner  
r Railwaysmen Club & Institute Ltd | Leigh Automatics | Leigh Smith Operations Ltd | Leisure Automatics T/A Carousel | Leisure Coin Ltd | Leisure Electronics Ltd |  
Bookmakers Ltd | LeoVegas Gaming Ltd | Les Russell | Letz Play Ltd | Lewis Electronic Trade Service | LG Leisure Ltd | Lifewave Ltd | Linland Ltd | Little Star Media  
re Ltd | Lord George Leisure Ltd | Lordsdale Estates Ltd T/A Cassino | Lost Leisure Ltd | Lotteries 4 Pubs LLP | Londex Ltd | Longfleet Ltd T/A Cookes Amusements  
ed | Lotto Network Ltd | Lucky Star Amusements Ltd | Lucky Strike Amusements | Luke Merriman | Luxury Leisure Lottery England Limited | Lotto Network Ltd |  
rrington Racing | M&B Gametech | M&D Leisure Ltd | MAB Bookmakers Ltd | Mac Automatics Ltd | Macari's Maidenhead Ltd T/A Silvermans | MacBet (Elm Row) Ltd  
ement Parks Ltd | Mann's Amusements Ltd | Mansion Europe Holdings Limited | Marathon Alderney Ltd | Marcus Kraviz | Mark Jarvis Ltd | Mark Jeal | Marshalls  
veleys) Ltd | Masterson Leisure Ltd | Maverick | Maxi Coin Ltd | Maxx Leisure | MB Consulting International Inc | McBurney Racing | McKellar Bookmakers | MD  
Mercy Ships UK Ltd | Meridian Gaming Limited | Mercy Ships UK Ltd | Meridian Leisure Services Direct Ltd | Metric Gaming LLC | Metro Starcare Ltd | Metrobet  
ms Ltd | Microsoft | Midas Gaming Ltd | Midnight Gaming | MikoApps Limited | Mill View Social Club & Institute | Millers Amusements Ltd | Mind | Mirage Centres  
Moloney Automatics Ltd | Moorfields Eye Charity | Moto Hospitality Ltd | Mountain Ash RFC | MP Crolla & Sons (Turf Accountants) Ltd | Mr & Mrs D Scott T/A Limelight  
Limited | Multislot Limited | MX Digital Inc | MyLotto24 Ltd | N Charles Bookmakers | National Autistic Society | National Bingo Game Association Ltd | National  
Ltd | NetEnt (Gibraltar) Ltd | Netent Alderney Ltd | NetEnt Malta Ltd | Netherton Social Club Ltd | NetPlay TV Group Ltd | Netted Ltd | Network For Animals | Network  
Walton Pier Company Ltd | Newby Automatics Ltd | Newcastle Bingo Ltd | News UK | Newton Leisure (Scotland) Ltd | Nextgen Gaming Pty Ltd | Nicholas Rickards |  
North London Hospice | Northumbria Leisure Ltd | Norwich City Football Club | Nottingham Greyhound Stadium Ltd | NRR Entertainment Limited | NS Gaming Ltd  
ements Hemsby Limited | Oasis Family Leisure Limited | Odds and Evens Ltd | Oddsit Turf Accountants | Odobo Ltd | Off Course Bookmakers Ltd | Oldland Leisure  
Broad Leisure Ltd | Owers & Rich Ltd T/A Espresso Amusements | Oysterfleet plc | P&J Amusement Machines | Paddock Bookmakers Ltd | PaddyPowerBetfair plc |  
rkstone Club and Institute Ltd | Parlay Games Inc. | Parlay Games Ltd | Parrish Leisure Limited | Parseq Ltd | Pastimes Amusements | Pat O'Hare Bookmakers Ltd |  
ndraising Ltd | Peter Derrick Racing | Peter Stephenson | Peterborough Automatics Ltd | Peterborough Sports Stadium Ltd | Phoenix Gaming (Cornwall) Ltd | Phoenix  
Alderney Ltd | Playnation Ltd | Playnrag Limited | Playtech plc | Playtronics Leeds Ltd | Plaza Leisure Ltd | Pleasure & Leisure Corporation Plc | PLR Leisure Ltd |  
ndpalm Ltd | Powerplay | Poymatics Ltd | PP Leisure Activities Ltd | Praesepe plc | Premier Gaming | Pridmore Bookmakers | Pro V Games Ltd | Probe Investments  
usements Ltd | Q-Cornwall Leisure | QDRD Ltd | Quality Amusements Ltd | Quality Coin Leisure Ltd | Queensgate Leisure Services Ltd | Queenswood School Limited  
ades Ltd T/A Leisure Select | Rainbow Leisure | Racebets International Gaming Ltd | RAL Ltd/Talarius Ltd | Random Games Limited | Rank Digital Gaming (Alderney)  
rking Mens Club | Red Rose Leisure | Red Tiger Gaming Ltd | Red7Mobile Limited | Reel Leisure Time Ltd | Reel Time Gaming Enterprises PTY Limited | Reel to Reel  
re | Regency Racing | Regors Bingo & Social Club | Regulus Partners LLP | Remco Leisure Ltd | Rehorn Automatics & Amusements Ltd | RG Leisure | RG Mitchell  
atics | Roadchef Ltd | Roar Betting DF Ltd | Robert Flint | Rock Amusements Arcade | Roger Hunt Bookmaker Ltd | Ron Dean Bookmakers | Ronald Rose | Rooftop  
Roy Wood Automatics | Royal Horticultural Society | Royal Panda Limited | Royal Racing | Royal Trinity Hospice | Royton Automatics | RWI International Investments  
Ltd | Santander UK plc | Sapient Limited | SAR Leisure Limited | SAS Amusements | Satellite Information Services Ltd | Saunton Estates Ltd | SBTech Global Limited  
City Leisure Ltd | Secure Gaming LLP | Sega Amusements Europe Ltd | Select Gaming Ltd | Selecteam Limited | Semilong Sports Bookmakers | Sense - The National  
& Institute Ltd | Shepherd Arcades Ltd | Shepway Automatics | Sheridan Leisure | Sherlock Amusement Sales | Shetland Turf Accountants Ltd | Shipley Estates Ltd  
ing Limited | Silver City Leisure Centre | Silverplay Ltd | Silvertime Amusements Ltd | SJ Racing | SJU Ltd | SKA Leisure Limited | Skegness Working Men's Club &  
Smartgames Technologies | Smiles For Miles Ltd | Smiths Amusements | Soft Construct (Malta) Limited | Sonica Services Limited | Soul Casino | Sound & Leisure  
opments Ltd | Southsea Island Leisure Ltd | Sovereign Group (UK) Ltd | SP Graham Ltd | SP Racing | SPANA | Special Air Service Regimental Association | Spin2win  
nd Gaming Services LTD | Sportsbook Ltd | Spreadex Ltd | St Andrews Hospice Lanarkshire | St Gemma's Hospice | St Michaels Hospice (North Hampshire) | Stadel  
ments Ltd | Star Racing Ltd | Star Sports (On Course) Ltd | Stardust Leisure (2000) Ltd | Stardust Leisure Ltd | Starlight Music | Starprize Games | State Casino (North  
Charlesworth | Stewart4 Ltd T/A Gold Gaming | Stock's Bookmakers | Stonegate Pub Company Ltd | Stroke Association | Summertime Automatics Ltd | Summertime  
ure Ltd | Tablesport Ltd | Tamar Gaming Ltd | Taylor Made Fun Ltd | Ted Mason Junior | Ted Plant | Teen Spirit Ltd | Telegraph Media Group Ltd | TG3 Developments  
ton Pier Company Ltd | The Games Company.com | The Gaming Group Ltd | The Gliderdrome (Bingo) Boston | The Jackpot Machine | The Jockey Club | The Landmark  
Gorseinon Independent Social Club Ltd | The Noble Leisure Company Ltd | The Pink Palace | The Priory Club | The Rank Group | The Royal Star & Garter Homes |  
Ltd | Tipp24 Services Ltd | Tir Prince Raceway Ltd | Tivolicasino.com Limited | TL Collins | TMG Leisure | To Play Central Ltd | Tombola (International) plc | Tonybet  
ning Solutions Limited | Town & County Leisure Ltd | Tradeplayer Ltd T/A PlayON | Trax Credit Ltd | Treasure Island Amusements | Treatview Ltd | Treloar Trust  
d | Upperbay Ltd | Urmston Automatics Ltd | Vale Holiday Parks | Valldata Services Ltd | Valmatics (Swansea) Ltd | Vauxhall Holiday Park Ltd | Vegas Amusements  
D Automatics | W&J Shaw Pastimes (Withernsea) Ltd | Wakley Automatics Ltd | Wallis Leisure Limited | Walwyn Leisure | Watersplash Investments Ltd | Webbers  
Automatics Soltime Ltd | WH Amusements | Whale Limited | Wharton Amusements Ltd | White Hat Gaming | White Rose Leisure (Yorkshire) Ltd | Whiteleas District  
m Clark Ltd | William Edward Jeffries and Sons | William Hill plc | William T Corbett (Course) Ltd | Williams Leisure | Wilson's Amusements | Winchester Automatics  
Union Ltd | World Bingo Tech Ltd | Wynne-Hatton Leisure Organisation Ltd T/A Portland Bookmakers | X and O's Amusements | X-Clusive Gaming | York Coin Leisure



**FUTURE COMMISSIONING OF TREATMENT AND HARM-MINIMISATION SERVICES**

Trustees are committed to continuing to build on the excellent and trusted partnerships that currently exist and will be careful to offer funding that is affordable and sustainable, maximising GambleAware's impact within the resources it can reasonably predict will be available to it.

GambleAware will seek to broaden the range of services and activities it supports and works with in the future. These will include general public awareness-raising, education and early harm-minimisation work, particularly among young people and vulnerable communities, relapse prevention as well as exploring how the charity might support the development of online self-help and mutual-aid initiatives.

GambleAware will adopt best-practice aspects of commissioning such as needs assessment, service planning and outcomes reporting to support its role as a commissioner and grant-funder of effective, evidence-informed, high-quality gambling-related harm support services.

GambleAware has actively consulted on the development of an effective treatment services model

in preparation to inform future funding decisions, and the charity will continue to seek to work with local commissioning authorities to encourage improved integration.

GambleAware's commissioning role is underpinned by a commitment to monitoring and evaluating services to ensure ongoing and continuous quality improvement of the commissioning and grant-funding process.

GambleAware is committed to developing effective means to secure service user engagement in the evaluation of our commissioning and funding decisions.

**RESEARCH AND EVALUATION**

During the year ending 31 March 2016, GambleAware spent £919,654 on research and evaluation projects.

Trustees require that the organisation's activities are at all times 'evidence-based', both from the point of view of what causes harm and what harm-minimisation and treatment measures are most effective. GambleAware's research remit is to explore the nature of gambling and gambling-related harm, with the aim of preventing people from experiencing

# GAMBLEAWARE SPENT

# £919,654

## ON RESEARCH AND EVALUATION PROJECTS

such harm and helping those who do experience difficulties to address them effectively. Trustees are committed to delivering a balanced research programme that shifts the focus beyond the individual to include the gambling environment and products in line with a public health approach.

Following an independent peer-review process, GambleAware publishes all commissioned research, which this year included:

- a report studying the link between online communities and gambling
- an independent evaluation of the impact of regulatory changes to stakes and prize limits on gaming machines in casinos
- an independent assessment of the Association of British Bookmakers' (ABB) 'Code for Responsible Gambling and Player Protection'.

GambleAware commissioned a significant number of research and evaluation projects, including:

- a study to identify the nature and extent of 'problem gambling' behaviour in licensed bingo clubs in Great Britain
- a research review into children and young people's gambling

- a study to explore the potential usefulness of industry-held data and behavioural analytics in the remote gambling sector, primarily to indicate markers and patterns of harmful or risky behaviour, and then to recommend best ways to mitigate such risks and harms
- a series of secondary analysis of gaming machine data supplied by the bookmaking industry in 2014
- an analysis of loyalty card data to investigate patterns of gaming machine player behaviour in casinos
- a follow-up survey to explore patterns in behaviour over time of gaming machine players in bookmakers by linking them back to characteristics and behaviours observed in the data collected in the original 2013/14 survey.

GambleAware hosted its third annual conference on 'harm-minimisation in gambling in Great Britain' in December 2015 held at the King's Fund, London. The Minister for Sport, Tracey Crouch, delivered the keynote address and the event welcomed over 200 delegates including researchers, academics, treatment specialists, industry executives, regulators, and policy-makers.

### **PARTNERSHIP WORKING AND FINANCIAL SUSTAINABILITY**

Effective partnership working is at the heart of GambleAware's recently published strategy.

GambleAware is committed to working in partnership with the Gambling Commission and its independent advisers, RGSB, gambling operators licensed in Great Britain and other business sectors that derive an income from commercial gambling, funding bodies, national and local government authorities and agencies, treatment providers, service users, researchers, academics, and all those who have a legitimate interest in its work.

GambleAware can only continue, and increase, its important work with the continued support of its financial supporters. In the twelve months to 31 March 2016, the charity received donations from 80% of all British-licensed gambling operators and income rose by 17% from £6.5m to £7.6m.

The increased income has created financial stability for GambleAware, which has allowed trustees to take a more strategic approach to commissioning activities and, in particular, to enter into new funding agreements with treatment and harm-minimisation service providers, and to commission research into a number of key areas where significant knowledge gaps exist.

It is trustees' ambition to establish a sustainable financial model in which income and expenditure are balanced at a level of at least £10 million per annum. To achieve this will require the charity to constantly demonstrate that donors' money is being spent efficiently and effectively.

On behalf of the management team, I would like to thank all those businesses and individuals who have generously supported GambleAware, and all those who, in one form or another, contribute to minimising gambling-related harm in Great Britain.



# TRUSTEES' REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

## Reference and administrative details

Company number	4384279																														
Charity number	1093910																														
Registered office and operational address	7 Henrietta Street, LONDON WC2E 8PS																														
Trustees	<p>Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:</p> <table><tr><td>Neil Goulden (Chair)</td><td>resigned 22 June 2016</td></tr><tr><td>Henry Birch</td><td>appointed 7 September 2015</td></tr><tr><td>Professor Chris Brady</td><td>resigned 12 August 2016</td></tr><tr><td>Peter Brooks</td><td>resigned 19 August 2015</td></tr><tr><td>Annette Dale-Perera</td><td>appointed 1 July 2015</td></tr><tr><td>Richard Glynn</td><td>resigned 14 May 2015</td></tr><tr><td>Nick Harding</td><td></td></tr><tr><td>Clive Hawkswood</td><td></td></tr><tr><td>James Henderson</td><td>appointed 14 May 2015 resigned 12 August 2016</td></tr><tr><td>Alan Jamieson</td><td></td></tr><tr><td>Jonathan Paveley</td><td>resigned 8 July 2015</td></tr><tr><td>Brigid Simmonds</td><td>appointed 7 September 2015</td></tr><tr><td>Professor Patrick Sturgis</td><td></td></tr><tr><td>Professor Jonathan Wolff</td><td></td></tr></table> <p>Trustees appointed since year-end and up to the date of this report are as follows:</p> <table><tr><td>Kate Lampard, CBE (Chair)</td><td>appointed 22 June 2016</td></tr></table>	Neil Goulden (Chair)	resigned 22 June 2016	Henry Birch	appointed 7 September 2015	Professor Chris Brady	resigned 12 August 2016	Peter Brooks	resigned 19 August 2015	Annette Dale-Perera	appointed 1 July 2015	Richard Glynn	resigned 14 May 2015	Nick Harding		Clive Hawkswood		James Henderson	appointed 14 May 2015 resigned 12 August 2016	Alan Jamieson		Jonathan Paveley	resigned 8 July 2015	Brigid Simmonds	appointed 7 September 2015	Professor Patrick Sturgis		Professor Jonathan Wolff		Kate Lampard, CBE (Chair)	appointed 22 June 2016
Neil Goulden (Chair)	resigned 22 June 2016																														
Henry Birch	appointed 7 September 2015																														
Professor Chris Brady	resigned 12 August 2016																														
Peter Brooks	resigned 19 August 2015																														
Annette Dale-Perera	appointed 1 July 2015																														
Richard Glynn	resigned 14 May 2015																														
Nick Harding																															
Clive Hawkswood																															
James Henderson	appointed 14 May 2015 resigned 12 August 2016																														
Alan Jamieson																															
Jonathan Paveley	resigned 8 July 2015																														
Brigid Simmonds	appointed 7 September 2015																														
Professor Patrick Sturgis																															
Professor Jonathan Wolff																															
Kate Lampard, CBE (Chair)	appointed 22 June 2016																														
Chief Executive	Marc W Etches																														
Bankers	Bank of Scotland 8 Lochside Avenue EDINBURGH EH12 9DJ																														
Auditors	Sayer Vincent LLP Chartered Accountants and Statutory Auditors Invicta House 108-114 Golden Lane LONDON EC1Y 0TL																														

The trustees present their report and the audited financial statements for the year ended 31 March 2016.

The financial statements comply with current statutory requirements, the memorandum and 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

The charitable objects of the Responsible Gambling Trust (RGT) operating as GambleAware are set out in the company's governing document as follows:

- a) The relief of those who are vulnerable or otherwise in need as a result of gambling in particular but not exclusively by provision of counselling and advice, and
- b) The advancement of education for the benefit of the public by research into responsible gambling, the nature and causes of gambling-related harm and the effectiveness of treatments, and the publication of the results of such research.

#### AIMS, OBJECTIVES AND ACTIVITIES

GambleAware's core strategic aim is to help minimise the level of gambling-related harm in Great Britain by funding effective harm-minimisation strategies and to help those that do develop problems get the support and help that they need quickly and effectively. GambleAware is primarily accountable to those suffering from or at risk of gambling-related harm.

GambleAware commissions a range of cost-effective, evidence-based treatment and support for those experiencing gambling-related harm, including a telephone helpline and web-based help, community-based psychosocial interventions for problem gamblers and 'significant others' impacted by another's gambling problems, and a residential rehabilitation unit.

GambleAware commissions a range of harm-minimisation, education and prevention activities including the operation of GambleAware.co.uk, a web-based resource for those seeking advice about responsible gambling behaviour or help in dealing with gambling-related harm.

GambleAware commissions research and evaluation activities into responsible gambling, the nature and causes of gambling-related harm and the effectiveness of treatments.

The trustees review the aims, objectives and activities of the charity each year. This report sets out that which the

charity has achieved and the outcomes of its work in the reporting period. The trustees report the success 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 the trustees ensure the charity's aims, objectives and activities remain focused on its charitable objects.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

### STRATEGIC REPORT

GambleAware is an independent charity; however, the National Responsible Gambling Strategy published by the Responsible Gambling Strategy Board (RGSB) and endorsed by the Gambling Commission guides its work, within the bounds of GambleAware's charitable objectives.<sup>1</sup>

The overarching theme of the National Responsible Gambling Strategy is minimising gambling-related harm in Great Britain, and GambleAware is responsible for fundraising and commissioning activity to deliver elements of the National Responsible Gambling Strategy, subject to the availability of funds.

GambleAware's expenditure policy is for management to identify possible grant recipients and suppliers, via commissioning and tendering processes, upon which the trustees, acting as a body, make funding decisions. GambleAware does not make grants, nor enter into contracts in response to unsolicited applications received. However, it does annually invite tenders for funding in relation to innovative applied research, intended to support original and creative projects that help deliver or extend the National Responsible Gambling Strategy, within the bounds of GambleAware's charitable objectives.

GambleAware distributes funds raised in accordance with the strategic direction provided by the National Responsible Gambling Strategy. During the year ending

<sup>1</sup> The most recent version was published in April 2016: <http://www.rgsb.org.uk/publications.html>



31 March 2016, GambleAware spent a total of £6,053,621 on treatment and harm-minimisation, and research.

### ACHIEVEMENTS AND PERFORMANCE

The charity's main activities and those who it tries to help are described in the Chief Executive's report. All its charitable activities focus on minimising gambling-related harm in Great Britain and are undertaken to further GambleAware's charitable purposes for the public benefit.

### BENEFICIARIES OF OUR SERVICES

During the year ending 31 March 2016, GambleAware funded the following treatment services:

- GamCare – £3,785,000
- Gordon Moody Association – £631,851
- CNWL NHS Foundation Trust – £350,000.

### FINANCIAL REVIEW

During the year, GambleAware raised £7,525,983 in donations; received £16,558 donations in kind (in the form of meeting room hire and exhibition space); raised £65,511 from sponsorship of an expedition to Kilimanjaro; raised £10,000 from sponsorship of a conference, and received £14,319 in interest – giving a total of £7,632,371.

GambleAware spent £5,133,967 on treatment and harm-minimisation and £919,654 on research, giving a total of £6,053,621.

Costs of generating funds was £297,076.

Net income for the year was £1,281,674 and total funds carried forward were £5,576,185.

### PRINCIPAL RISKS 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. The 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.

A key risk considered by trustees is in relation to conflicts of interests generally, and particularly in relation to a perceived lack of independence<sup>2</sup>. This is addressed by appointing wholly independent trustees as well as trustees from within the gambling industry; regularly updating the Trustees' Register of Interests, and publishing it in full on the Charity's website; and inviting observers from the Government, the Gambling Commission and RGSB to Board and committee meetings.

Furthermore, trustees have established a policy setting out how potential conflict of interests are managed. The policy encompasses trustees, senior management, staff members and service providers, including academics and researchers who are commissioned to conduct independent research or other services. The trustees also recognise the financial risks the Charity carries, and these are addressed by spreading the cash it holds between two different banking groups to mitigate loss in event of a financial crash, and reviewing its internal financial controls annually, to ensure processes are as sound and prudent as possible.

### 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 objectives and operating costs, and it was decided that a reserve sum of £500,000 be set aside as of 31 March 2013. This is equivalent to more than 6 months of the Charity's operating costs.

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. The Board has agreed that cash reserves are held in a readily realisable form in low risk bank accounts.

Free reserves (general funds excluding fixed assets) held at 31 March 2016 were £5,132,706, which will enable GambleAware to invest in further research, harm-minimisation and treatment services. The Charity also held restricted funds of £438,286 at this date.

<sup>2</sup> On the 30th March 2016, the Charity Commission opened an investigation into complaints received from third parties regarding trustees' management of potential conflicts of interest. On 26th May 2016, the Charity Commission formally closed the complaint as "unsubstantiated" having found that "the conflict of interest within the charity is well managed and recorded."

### PLANS FOR THE FUTURE

In November 2016, trustees published a five-year strategy.

GambleAware's current organisational strength and financial stability gives trustees the confidence to be ambitious about how the charity develops as a grant-making and fund-distributing body during the next five years as it strives to be a respected and trusted independent voice and catalyst for minimising gambling-related harm and promoting responsible gambling behaviour in Great Britain.

## 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. Any expenses reclaimed from the charity are set out in note 8 to the accounts.

Throughout the twelve months ending 31 March 2016, GambleAware was governed by a Board of trustees (the Board) led by a non-voting Chair, who was also a trustee. The Board met six 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 2015/16 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
- Peter Brooks, President and Chief Operating Officer, Genting UK
- Richard Glynn, Chief Executive Officer, Ladbrokes plc

- Nick Harding, Chief Executive Officer, Praesepe plc
- Clive Hawkswood, Chief Executive Officer, Remote Gambling Association
- James Henderson, Chief Executive Officer, William Hill plc
- Jonathan Paveley, Chairman, The Hook Norton Brewery Co Ltd
- Brigid Simmonds, Chief Executive Officer, British Beer and Pub Association.

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 wholly independent trustees and maintaining a register of interests for both trustees (published online) and senior management (recorded internally and available for audit)
- Inviting the Government, the Gambling Commission and its strategic advisers, the RGSB, to observe all Board and committee meetings and publishing the minutes
- Publishing details of how funds will be distributed each year guided by the National Responsible Gambling Strategy
- Publishing minutes of its Board and Committee meetings
- Ensuring research is commissioned in accordance with a research commissioning and governance procedure agreed with the RGSB
- Ensuring treatment services are commissioned with the advice of an independent Treatment Expert Panel
- Seeking advice from external experts in collaboration with the RGSB.

In addition, trustees are committed to the Charity Commission's six 'hallmarks of an effective charity'.

Trustees are concerned to ensure that GambleAware is demonstrably independent of the gambling industry. This is achieved principally by appointing an independent chair and by maintaining only a minority of trustees with any direct interest in the gambling industry. However, trustees recognise that there are inherent issues of

potential conflict particularly in relation to the commissioning of research when a number of trustees actively work in the British-based gambling industry.

All research activity is wholly the responsibility of GambleAware's Research Committee, chaired by GambleAware's Senior Independent Trustee, Professor Jonathan Wolff. This arrangement ensures that those trustees who may have a direct interest in any research outcomes are entirely excluded from directing or otherwise influencing any research activity that GambleAware undertakes to commission. The terms of reference for the Research Committee are published via GambleAware's website.

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

- Jonathan Wolff (Chair) – Blavatnik Professor of Public Policy, University of Oxford
- Alan Jamieson – Former Deputy CEO of the British Association for Counselling and Psychotherapy, and former Director of the National AIDS Helpline
- Patrick Sturgis – Professor of Research Methodology, University of Southampton and Director of the ESRC National Centre for Research Methods
- Annette Dale-Perera (appointed 1 July 2015) – Home Office advisor on the Advisory Council on the Misuse of Drugs (ACMD) and former Strategic Director of Addictions and Offender Care for Central North West London NHS Foundation Trust.

GambleAware has put in place robust governance arrangements to protect the independence of the research it commissions, and has published a 'Research Governance and Commissioning Procedure' 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:

- Henry Birch (Chair)
- Nick Harding
- Brigid Simmonds.

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 2016 and at the date of this report the Chief Executive is Marc Etches.

#### **APPOINTMENT OF TRUSTEES**

GambleAware seeks to recruit and refresh trustees to ensure a diverse Board of trustees 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 treatment and advice relating to gambling-related harm as well as education, research and the nature of commercial gambling in Great Britain.

The Board 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 services that GambleAware funds and receive advice and information about the charity's activities from the Chief Executive and other members of the 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 Responsible Gambling Strategy published by RGSB, and endorsed by the Gambling Commission. GambleAware works closely with both organisations in the delivery of the priorities that arise from the National Responsible Gambling Strategy, within the bounds of GambleAware's charitable objectives.

GambleAware is responsible for fundraising and commissioning activity to deliver the National Responsible Gambling Strategy, the overarching theme of which is minimising gambling-related harm, subject to the availability of funds.

An 'assurance and governance framework' agreed between GambleAware, RGSB and the Gambling

Commission underpins these arrangements. Published in August 2012, the agreement remains available via GambleAware's website<sup>3</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 operates 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. The terms of reference for the Remuneration Committee are published via GambleAware's website. The Remuneration Committee at the date of this report consists of:

- Alan Jamieson (Chair)
- Clive Hawkswood
- Kate Lampard.

### 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
- 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 2016, GambleAware's staff team increased to six full-time members and one part-time member. The full-time staff roles were as follows: Chief Executive; Director of Operations and Development; Director of Commissioning (Treatment and Harm-minimisation); Director of Fundraising; Operations Manager; and, Assistant to the Director of Fundraising.

The part-time staff role was a research assistant. As of the date of this report, the staff team has increased further to include a Director of Research and Evaluation and a Research and Commissioning Assistant. Financial services are provided by a part-time contractor.

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 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 that are presented to trustees including detailed financial information relating to the charity's performance.

GambleAware is committed to ensuring that no policy, procedure, provision, rule, requirement, condition or criterion will be imposed on any worker or job applicant without justification if it would be likely to put that person at a disadvantage on any of the above grounds.

### STATEMENT OF RESPONSIBILITIES OF THE TRUSTEES

The 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 the 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, the trustees are required to:

<sup>3</sup> <http://about.gambleaware.org/media/1211/statement-of-intent-document-final-with-logo-v2.pdf>

- 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.

The 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 the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware
- the 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 auditors are aware of that information.

The 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 2016 was 11 (2015: 13). The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

#### AUDITORS

Sayer Vincent LLP were re-appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report which includes the strategic report has been approved by the trustees on 3 November 2016 and signed on their behalf by

Kate Lampard, CBE  
Chair of Trustees

Professor Jonathan Wolff  
Senior Independent Trustee

We have audited the financial statements of Responsible Gambling Trust for the year ended 31 March 2016 which comprise the statement of financial activities, the balance sheet, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 auditors' 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.

### RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

### SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the trustees' annual report including the strategic report to identify material inconsistencies with the audited financial statements and to identify any

information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

### OPINION ON FINANCIAL STATEMENTS

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 2016 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; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

### OPINION ON OTHER MATTER PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion 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.

### MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

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

- Adequate accounting records have not been kept; 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.

Helen Elliott (Senior statutory auditor)  
21 November 2016

for and on behalf of Sayer Vincent LLP, Statutory Auditors  
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 2016

	Note	Unrestricted £	Restricted £	2016 Total £	Unrestricted £	Restricted £	2015 Total £
<b>Income from:</b>							
Voluntary donations	2	6,962,652	645,400	<b>7,608,052</b>	6,477,463	40,000	6,517,463
Other trading activities	3	10,000	–	<b>10,000</b>	13,240	–	13,240
Investments	4	14,319	–	<b>14,319</b>	13,222	–	13,222
<b>Total income</b>		<u>6,986,971</u>	<u>645,400</u>	<b><u>7,632,371</u></b>	<u>6,503,925</u>	<u>40,000</u>	<u>6,543,925</u>
<b>Expenditure on:</b>							
Raising funds	5	297,076	–	<b>297,076</b>	283,555	–	283,555
Charitable activities							
Research	5	672,540	247,114	<b>919,654</b>	1,271,619	–	1,271,619
Treatment & Harm Minimisation	5	5,133,967	–	<b>5,133,967</b>	4,843,755	–	4,843,755
<b>Total expenditure</b>		<u>6,103,583</u>	<u>247,114</u>	<b><u>6,350,697</u></b>	<u>6,398,929</u>	<u>–</u>	<u>6,398,929</u>
Net income for the year	7	<u>883,388</u>	<u>398,286</u>	<b><u>1,281,674</u></b>	<u>104,996</u>	<u>40,000</u>	<u>144,996</u>
Net movement in funds		883,388	398,286	<b>1,281,674</b>	104,996	40,000	144,996
<b>Reconciliation of funds:</b>							
Total funds brought forward		<u>4,254,511</u>	<u>40,000</u>	<b><u>4,294,511</u></b>	<u>4,149,515</u>		<u>4,149,515</u>
<b>Total funds carried forward</b>		<u><u>5,137,899</u></u>	<u><u>438,286</u></u>	<b><u><u>5,576,185</u></u></b>	<u><u>4,254,511</u></u>	<u><u>40,000</u></u>	<u><u>4,294,511</u></u>

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 19 to the financial statements.

# BALANCE SHEET

As at 31 March 2016

Company no. 04384279

	Note	£	2016 £	£	2015 £
<b>Fixed assets:</b>					
Tangible assets	12		5,193		6,091
			<u>5,193</u>		<u>6,091</u>
<b>Current assets:</b>					
Debtors	13	1,378,402		1,228,741	
Short term deposits		503,718		502,877	
Cash at bank and in hand		4,163,322		3,091,709	
		<u>6,045,442</u>		<u>4,823,327</u>	
<b>Liabilities:</b>	14	<u>474,450</u>		<u>534,907</u>	
Creditors: amounts falling due within one year					
<b>Net current assets</b>			<u>5,570,992</u>		<u>4,288,420</u>
<b>Total net assets</b>			<u><u>5,576,185</u></u>		<u><u>4,294,511</u></u>
<b>The funds of the charity:</b>					
Restricted income funds	19		438,286		40,000
Unrestricted income funds:					
General funds		<u>5,137,899</u>		<u>4,254,511</u>	
<b>Total unrestricted funds</b>			<u>5,137,899</u>		<u>4,254,511</u>
<b>Total charity funds</b>			<u><u>5,576,185</u></u>		<u><u>4,294,511</u></u>

Approved by the trustees on 3 November 2016 and signed on their behalf by  
 Kate Lampard, CBE                      Professor Jonathan Wolff  
 Chair of Trustees                        Senior Independent Trustee



# STATEMENT OF CASH FLOWS

For the year ended 31 March 2016

Company no. 04384279

	Note	2016 £	£	2015 £	£
Cash flows from operating activities	20				
Net cash provided by / (used in) operating activities			1,059,927		(307,066)
<b>Cash flows from investing activities:</b>					
Interest from investments		14,319		13,222	
Purchase of fixed assets		(1,792)		(4,557)	
Net cash provided by investing activities			12,527		8,665
Change in cash and cash equivalents in the year			1,072,454		(298,401)
Cash and cash equivalents at the beginning of the year			3,594,586		3,892,987
<b>Cash and cash equivalents at the end of the year</b>	21		<u>4,667,040</u>		<u>3,594,586</u>

# NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2016

## 1 ACCOUNTING POLICIES

### a) 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) 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.

### b) Reconciliation with previously Generally Accepted Accounting Practice (GAAP)

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was required. The transition date was 1 April 2014. No restatements were required.

### 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 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 that 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.

### i) 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 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.

**j) 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 36%
- Research 25%
- Treatment & Harm Minimisation 39%

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.

**k) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**l) 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.

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, on a reducing balance basis:

- Computer Equipment 33.33%
- Fixtures, Fittings & Equipment 20%

**m) 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.

**n) 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.

**o) Short term deposits**

Short term deposits represent amounts held on deposit with a maturity of between 3 months and one year.

**p) 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.

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.

**q) Pensions**

Employer contributions are paid into employee's personal pension plans. Contributions are included as expenditure as they fall due.

## 2 INCOME FROM DONATIONS

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Voluntary donations	6,880,583	645,400	<b>7,525,983</b>	6,452,987
Fundraising from Kilimanjaro Expedition	65,511	–	<b>65,511</b>	46,804
Donated Services	16,558	–	<b>16,558</b>	17,672
	<u>6,962,652</u>	<u>645,400</u>	<u><b>7,608,052</b></u>	<u>6,517,463</u>

### Donated Services

During 2015/16, The Trust was provided with services free-of-charge, which amounted to an estimated value of £16,558. These were: boardroom hire £11,000, exhibition space £5,000 and software £558. The estimated value of these gifts in kind has been presented in the accounts, thus giving a fair representation of the costs of the Trust during the year.

## 3 INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Industry sponsorship of conference and events	10,000	–	<b>10,000</b>	13,240
Total income from other trading activities	<u>10,000</u>	<u>–</u>	<u><b>10,000</b></u>	<u>13,240</u>

## 4 INCOME FROM INVESTMENTS

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Bank Interest	14,319	–	<b>14,319</b>	13,222

## 5 ANALYSIS OF EXPENDITURE

	Cost of generating funds £	Charitable activities		Governance costs £	Support costs £	2016 Total £	2015 Total £
		Research £	Treatment & Harm Minimisation £				
Staff costs (Note 8)	–	–	–	–	413,366	<b>413,366</b>	377,700
Grants payable (note 6)	–	181,651	4,766,851	–	–	<b>4,948,502</b>	4,677,949
Reversal of accrued grant commitments from prior years	–	(3,750)	–	–	–	<b>(3,750)</b>	(270)
Contracts with institutions and individuals	–	546,893	87,210	–	–	<b>634,103</b>	1,030,246
Research & Treatment and Harm Minimisation project costs	–	24,264	17,672	–	–	<b>41,936</b>	38,136
www.gambleaware.co.uk	–	–	27,306	–	–	<b>27,306</b>	5,815
Conferences	–	20,001	–	–	–	<b>20,001</b>	25,427
Fundraising Expedition costs	1,217	–	–	–	–	<b>1,217</b>	1,755
Premises cost	–	–	–	–	40,981	<b>40,981</b>	40,911
Telecommunications	–	–	–	–	2,646	<b>2,646</b>	2,646
Public relations and branding	56,533	–	–	–	–	<b>56,533</b>	62,996
Exhibition and event costs	5,828	–	–	–	–	<b>5,828</b>	25,962
Consultancy fees	–	–	–	650	–	<b>650</b>	–
Website costs	11,627	–	–	–	–	<b>11,627</b>	2,031
Accountancy and audit fee	–	–	–	9,720	17,811	<b>27,531</b>	26,128
Legal fees	–	–	–	–	19,295	<b>19,295</b>	8,013
Recruitment fees	–	–	–	–	29,550	<b>29,550</b>	17,537
Printing, postage and office supplies	5,015	–	–	–	6,814	<b>11,829</b>	7,115
Software and IT costs	–	–	–	–	7,728	<b>7,728</b>	4,407
Travel, entertainment and meeting costs	–	–	–	–	42,886	<b>42,886</b>	33,057
Trustee Expenses not included in direct project costs (note 8)	–	–	–	2,420	–	<b>2,420</b>	2,163
Depreciation	–	–	–	–	2,676	<b>2,676</b>	3,045
Insurance	–	–	–	–	2,070	<b>2,070</b>	1,993
Staff welfare	–	–	–	–	341	<b>341</b>	40
Subscriptions and memberships	–	–	–	–	1,808	<b>1,808</b>	327
Charges	–	–	–	–	1,122	<b>1,122</b>	1,331
Exchange Rate Variance	–	–	–	–	(280)	<b>(280)</b>	1,003
Bad debt	–	–	–	–	775	<b>775</b>	1,466
	80,220	769,059	4,899,039	12,790	589,589	<b>6,350,697</b>	6,398,929
Support costs	212,252	147,397	229,940	–	(589,589)	–	–
Governance costs	4,604	3,198	4,988	(12,790)	–	–	–
<b>Total expenditure 2016</b>	<b>297,076</b>	<b>919,654</b>	<b>5,133,967</b>	<b>–</b>	<b>–</b>	<b>6,350,697</b>	<b>6,398,929</b>
Total expenditure 2015	283,555	1,271,619	4,843,755	–	–	<b>6,398,929</b>	

## 6 GRANT MAKING

	Grants to institutions £	Support costs £	2016 £	2015 £
Gamcare	3,785,000	3,698	<b>3,788,698</b>	3,678,207
The Gordon Moody Association	631,851	385	<b>632,236</b>	591,190
Central & North West London NHS - Problem Gambling	350,000	1,017	<b>351,017</b>	339,016
Harm Minimisation	–	–	–	15,160
Research	181,651	–	<b>181,651</b>	54,376
	<u>4,948,502</u>	<u>5,100</u>	<u><b>4,953,602</b></u>	<u>4,677,949</u>
Reversal of accrued grant commitments from prior years	(3,750)	–	<b>(3,750)</b>	(270)
At the end of the year	<u>4,944,752</u>	<u>5,100</u>	<u><b>4,949,852</b></u>	<u>4,677,679</u>

In addition to the research grants disclosed in this note, RGT spent £591,158 directly on research in 2015/16, by entering into contracts with institutions and individuals. Expenditure included contracts valued at £180,269 with PricewaterhouseCoopers (remote gambling), and £148,200 with Ipsos Mori (bingo research). At year-end, RGT had also committed to a second remote gambling research service agreement of £418,800 with PriceWaterhouseCoopers, and £492,406 had been committed against harm-minimisation treatment contracts.

## 7 NET INCOMING RESOURCES FOR THE YEAR

This is stated after charging / crediting:

	2016 £	2015 £
Depreciation	<b>2,676</b>	3,045
Loss or profit on disposal of fixed assets	<b>14</b>	–
Operating lease rentals:		
Property	<b>39,840</b>	39,840
Other	<b>2,152</b>	
Auditors' remuneration (excluding VAT):		
Audit	<b>8,100</b>	7,950
Other services	<b>500</b>	–
Foreign exchange gains or losses	<b>(280)</b>	1,003

## 8 ANALYSIS OF STAFF COSTS, TRUSTEE REMUNERATION AND EXPENSES, AND THE COST OF KEY MANAGEMENT PERSONNEL

Staff costs were as follows:

	2016 £	2015 £
Salaries and wages	353,365	327,620
Social security costs	43,869	40,004
Employer's contribution to defined contribution pension schemes	15,157	9,516
Temporary staff costs	–	560
Staff Training	975	–
	<b>413,366</b>	<b>377,700</b>

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

	2016 No.	2015 No.
£60,000 - £69,999	–	1
£70,000 - £79,999	1	–
£100,001 - £109,999	–	1
£110,001 - £120,000	1	–

### Key management personnel

Total employee benefits including pension contributions of the key management personnel were £299,479 (2015: £258,502). This 2016 figure includes one additional staff member, compared to the 2015 figure.

Payments are also made to two trustees under a formal contract for services that limits the number of days they can be paid for, as provided for in the governing document. Additionally, £13,325 was paid to Alan Jamieson and £7,000 was paid to Annette Dale-Perrera, in respect of attendance at meetings, and professional expertise and advice.

### Trustee expenses

During the year, a payment of £1,484 (2015: £1,477) was made to the Chairman of RGT for meetings and travel expenses, and an additional £1,529 was paid after year-end for 2015/16 expenses. £6,068 was paid to four (2015: three) of the Trustees of RGT (2015: £4,214) 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 for 2015/16. In addition to the Chairman's outstanding expenses at year-end, there were trustee expenses of £794 and fees of £5,600 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:

	<b>2016 No.</b>	2015 No.
Support	<b>6.0</b>	5.0
	<b>6.0</b>	5.0

## 10 RELATED PARTY TRANSACTIONS

Aggregate donations from related parties were £1,384,707 (2015: £1,598,240).

## 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 £	<b>Total £</b>
<b>Cost or valuation</b>			
At the start of the year	2,513	17,035	<b>19,548</b>
Additions in year	–	1,792	<b>1,792</b>
Disposals in year	–	(150)	<b>(150)</b>
At the end of the year	2,513	18,677	<b>21,190</b>
<b>Depreciation</b>			
At the start of the year	2,338	11,119	<b>13,457</b>
Charge for the year	35	2,641	<b>2,676</b>
Eliminated on disposal	–	(136)	<b>(136)</b>
At the end of the year	2,373	13,624	<b>15,997</b>
<b>Net book value at the end of the year</b>	140	5,053	<b>5,193</b>
At the start of the year	175	5,916	6,091

All of the above assets are used for charitable purposes.



## 13 DEBTORS

	2016 £	2015 £
Outstanding donations	420,898	967,383
Accrued income: donations pledged and/or received after year-end	929,043	244,921
Prepayments	27,461	15,437
Other debtors	1,000	1,000
	<b>1,378,402</b>	<b>1,228,741</b>

All outstanding donations and accrued income were received by August 2016.

## 14 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2016 £	2015 £
Trade creditors	244,546	61,702
Taxation and social security	13,413	5,908
Other creditors	3,512	–
Accruals	32,984	38,130
Accrued Grants Payable	178,375	378,444
Deferred income (note 15)	1,620	50,723
	<b>474,450</b>	<b>534,907</b>

## 15 DEFERRED INCOME

Deferred income comprises donations received prior to 31 March 2016, which are clearly marked and intended for the 2016/17 fundraising year.

	2016 £	2015 £
Balance at the beginning of the year	50,723	1,271
Amount released to income in the year	(50,723)	(1,271)
Amount deferred in the year	1,620	50,723
	<b>1,620</b>	<b>50,723</b>

## 16 PENSION SCHEME

RGT currently pays into employees' individual person pension plans, and the contribution is 6% of the base salary. During 2015/16, pensions were paid to five members of staff (2015 - four). The charity's staging date for auto-enrolment is May 2017, and by this date RGT will have implemented a compliant group scheme. At 31 March 2016, RGT held liability of £200 for unpaid employer pension contributions for the 2015/16 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.

## 18 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Unrestricted £	Restricted £	Total funds £
Tangible fixed assets	5,193	-	5,193
Net current assets	5,132,706	438,286	5,570,992
Net assets at the end of the year	5,137,899	438,286	5,576,185

## 19 MOVEMENTS IN FUNDS

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
<b>Restricted funds:</b>					
Research – Young People	40,000	-	-	-	40,000
Research - Remote Gambling	-	500,000	(187,114)	-	312,886
Research - Player Awareness System	-	85,400	-	-	85,400
Research - Licensed Bingo Premises	-	60,000	(60,000)	-	-
<b>Total restricted funds</b>	40,000	645,400	(247,114)	-	438,286
<b>General funds</b>	4,254,511	6,986,971	(6,103,583)	-	5,137,899
<b>Total unrestricted funds</b>	4,254,511	6,986,971	(6,103,583)	-	5,137,899
<b>Total funds</b>	4,294,511	7,632,371	(6,350,697)	-	5,576,185

### Purposes of restricted funds

#### Research - Young People

To develop our understanding of young people in relation to gambling and gambling-related harm.

#### Research - Remote Gambling

Building upon the gaming machines research of 2014 to explore the potential usefulness of industry-held data and behavioural analytics in the remote gambling sector, primarily to indicate marks of harmful or risky behaviour, and to recommend best ways to mitigate risk.

#### Research - Player Awareness System

To independently evaluate the Association of British Bookmakers 'Player Awareness System' for gaming machines in licensed betting offices.

#### Research - Licensed Bingo Premises

To identify the nature and extent of problem gambling behaviour in traditional licensed bingo retail operations in Great Britain.

## 20 RECONCILIATION OF NET INCOME / (EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2016 £	2015 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	<b>1,281,674</b>	144,996
Depreciation charges	<b>2,676</b>	3,045
Dividends, interest and rent from investments	<b>(14,319)</b>	(13,222)
Loss on the disposal of fixed assets	<b>14</b>	-
(Increase) in debtors	<b>(149,661)</b>	(456,916)
(Decrease)/increase in creditors	<b>(60,457)</b>	15,031
<b>Net cash provided by / (used in) operating activities</b>	<b>1,059,927</b>	(307,066)

## 21 ANALYSIS OF CASH AND CASH EQUIVALENTS

	At 1 April 2015 £	Cash flows £	Other changes £	At 31 March 2016 £
Cash at bank and in hand	3,091,709	1,071,613	-	<b>4,163,322</b>
Notice deposits (less than three months)	502,877	841	-	<b>503,718</b>
<b>Total cash and cash equivalents</b>	<b>3,594,586</b>	<b>1,072,454</b>	<b>-</b>	<b>4,667,040</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	
	2016 £	2015 £	2016 £	2015 £
Less than one year	<b>9,960</b>	9,960	<b>717</b>	-
One to five years	-	-	<b>1,255</b>	-
	<b>9,960</b>	9,960	<b>1,972</b>	-

# GambleAware

GambleAware is the leading charity in Great Britain committed to minimising gambling-related harm. As an independent national charity, GambleAware funds education, prevention and treatment services and commissions research to broaden public understanding of gambling-related harm. The aim is to stop people getting into problems with their gambling, and ensure that those who do develop problems receive fast and effective treatment and support.

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