Independent Evaluation of the Multi-Operator Self-Exclusion Scheme for licensed betting offices (LBOs)

Invitation To Tender

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Version 1.0
2. About Responsible Gambling Trust (RGT)

2.1. RGT is the leading charity in the UK committed to minimising gambling-related harm. As an independent national charity funded by donations from the gambling industry, RGT funds education, prevention and treatment services and commissions research to broaden public understanding of gambling-related harm. RGT’s aim is to stop people getting into problems with their gambling, and ensure that those that do develop problems receive fast and effective treatment and support.

2.2. RGT develops its commissioning plans in collaboration with the Responsible Gambling Strategy Board (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.

3. About the Senet Group

3.1. The Senet Group is an independent body set up to promote responsible gambling standards and ensure that the marketing of gambling is socially responsible.

3.2. Senet created a high-impact TV and multimedia advertising campaign which ran in spring and summer 2015 and has been refreshed for 2016 to educate people about the risks of gambling and how to stay in control. You can view the 2016 campaign here.

3.3. In November and December 2015, Senet ran a campaign primarily on social media to help prevent problem gambling among young men. More details can be found here.

3.4. Senet’s strategy for 2016 is published here.

3.5. An Independent Standards Commissioner chairs the Senet Group. Her responsibilities include monitoring and enforcing compliance with the commitments made by member companies on advertising and other measures aimed at protecting the vulnerable.

3.6. Membership of the Senet Group is open to any gambling operator, and any associated organisation.


4. Background

4.1. The gambling industry is undertaking a number of initiatives to prevent gambling related harm. Both the RGSB and the Gambling Commission have emphasised the importance of rigorous and independent evaluation of the effectiveness of these initiatives.

4.2. RGT has agreed to facilitate the evaluation of industry harm prevention initiatives, using the independent procurement, supervision and quality assurance structures it has in place under the governance of its independent Research Committee (http://www.responsiblegamblingtrust.org.uk/Research-committee).

4.3. The Senet Group has asked RGT to commission a brief, independent evaluation of the Multi-Operator Self-Exclusion Scheme (MOSES) for licensed betting offices (LBOs).

4.4. The Senet Group will be making a restricted donation to RGT to fund this work, but otherwise will not be directly involved in the commissioning, management, quality
assurance or publication of the report, which will all be directed by RGT’s independent Research Committee.

5. **About MOSES**

5.1. The MOSES scheme began in July 2015 as a pilot in Glasgow, arranged by the Association of British Bookmakers (see Appendices E and F).

5.2. In March 2016, it was rolled out nationally, and is now operated by The Senet Group.

5.3. It is accessed online http://self-exclusion.co.uk/ and by phone 0800 294 2060

5.4. The scheme allows its users to nominate specific LBOs which will be informed that the user wishes to self-exclude and will deny them the opportunity to gamble.

5.5. This is currently achieved by providing photographs to the nominated shops where staff regularly familiarise themselves with self-excluded customers

5.6. Customers may nominate all the LBOs in a particular vicinity, or if they have reason to be concerned they will go to other LBOs, for example, as a result of regular work travel, they can nominate other outlets as well.

5.7. On average, customers exclude from 22 shops each.

6. **Purpose and Scope of the ‘Invitation to Tender’ (ITT)**

6.1. The purpose and scope of this document is to:

- Outline the tendering process and timetable
- Provide researchers with sufficient information to enable them to consider the appropriateness of this invitation and to respond
- Outline the information required in the tender responses
- Set out the administrative arrangements for the receipt of proposals.

6.2. The evaluation of bids in response to invitations to tender for RGT research, including this evaluation project, will be overseen by RGT’s Independent Research Oversight Panel. This Panel advises the Research Committee, which then takes the final decision.

7. **Work requirements**

7.1. This tendering exercise relates primarily to the appointment by RGT of an independent evaluator to review the effectiveness of the early implementation of the MOSES system and make recommendations for its improvement.

7.2. In particular, the project should address:

7.2.1. How users found the process?

7.2.2. How the process could be made better for users?

7.2.3. Whether users also self-excluded from anywhere else e.g. casinos, adult gaming centres?

7.2.4. How the MOSES process compares to other self-exclusion schemes from the users’ perspective?

7.2.5. How MOSES central staff found the process?
7.2.6. How the process could be made better for MOSES central staff?

7.2.7. The coverage and effectiveness of MIS reporting systems for managers and the MOSES board (reporting of registrations and notifications but also breaches)

7.2.8. Whether current approaches are scalable and ways in which this scalability could be improved, if necessary

7.2.9. How self-exclusion contact points at Operators and LBO staff found the process?

7.2.10. How the process could be made better for LBO staff?

8. Information required in the tender responses

8.1. This ITT is only being sent to organisations who have already been selected to join the RGT’s framework for evaluation suppliers. As such, there is no requirement to include material already supplied during the framework selection process, including:

8.1.1. Qualifications and experience (unless additional, very relevant examples are available)

8.1.2. Rates – these are those agreed in the framework process, although proposals should include a resource estimate and a fixed total price (inclusive of expenses) for the project

8.1.3. Personnel – although you may wish to indicate which staff mentioned in the framework proposal would be involved in this work and add any additional CVs for staff not previously described who will participate.

8.2. The primary focus of proposals should be the approach and methodology which will be adopted to complete the work.

8.3. An outline work plan is also needed with proposals and to include key interim milestones such as scheduling of interviews/review with operators, data sharing, and a clear process to deliver the report on time.

8.4. Applicants must provide details of how and when participants to the evaluation and others contributing evidence will be engaged, any supplementary fieldwork methods, and how they would ensure quality of analysis and reporting.

9. Project Deliverables

9.1. At all stages, the role of the contracted evaluator will be to provide independent assessment to support RGT’s understanding of the effectiveness and emerging impacts of the MOSES programme. Liaison and all deliverables will be provided direct to RGT.

9.2. RGT expects evaluation proposals to be proportionate and cost-effective.

9.3. Deliverables from the evaluation will include:

9.3.1. A draft report for peer review and final amended evaluation report including recommendations for further development and improvement of MOSES;

9.4. RGT may require presentations of the reports to be made to its Research Committee supported by a PowerPoint presentation which will also be made available as an output.

9.5. Copyright of all deliverables will be assigned to RGT. The final report and summary should be of publication quality; RGT reserves the right to publish either (or both) the final report and summary version.

10. Data protection

10.1. Any data provided for use by the successful applicant will remain the property of the Senet Group or the operator which provided that data, and will only be provided subject to the terms of agreed non-disclosure agreements between the successful applicant and the Senet Group and each operator supplying data.

10.2. Provision has been made to allow evaluators to contact users of the MOSES scheme by stating towards the end of the conversation which puts in place self-exclusion:

10.2.1. “We would really like to evaluate how well this Multi-Operator scheme is working. At some point during the next few months to a year, would you help us by giving your feedback on how it has worked for you? Would you be happy to be contacted to answer a few questions on what has worked well for you and/or give us any suggestions for improvement? Your answers would be kept anonymous and not publically attributed to you.” (If yes, take preferred method of contact – phone or email. If no, tell the customer it is not a problem and is completely their choice.)

10.2.2. A tick box is marked on the system for those who say “yes”. We are then able to run a report of those individuals. All calls are recorded – so we do have evidence of the consent given.

10.2.3. It is specific consent given in response to a question asked of them during the telephone call rather than a generic consent amongst acceptance of other T&Cs.

11. Programme Schedule

11.1. The overall timescale for this work will be approximately 6 months with the following indicative key deliverables and milestones:

- Publication of ITT – 28 September 2016
- Final date for receipt of queries (from tenderers) – 3 October 2016
- Inform RGT of intention to bid to receive summary of responses to queries – 4 October 2016
- Final date for return of responses to queries (from RGT) – 5 October 2016
- Last date for receipt of tenders by RGT – 5pm, 14 October 2016
- Interviews with shortlisted tenderers (if required) – 18 October 2016
- Contract Award – 19 October 2016
- Final report – 30 November 2016

12. Tendering Process and Timetable

12.1. The awarding criteria are outlined in Appendix A.

12.2. Applicants may be required to attend a meeting to clarify any aspect of their proposals.
12.3. Applicants may submit, by no later than 5pm on 3 October 2016 any queries that you have relating to this ITT. Please submit such queries by email to commissioning@responsiblegamblingtrust.org.uk.

12.4. If you intend to submit a proposal, you may notify the RGT at this email address by 4 October 2016, and all those who have notified us will be provided with an anonymised summary of our answers to questions raised by other tenderers.

12.5. Any queries should clearly reference any appropriate paragraph in the documentation. As far as is reasonably possible, RGT will respond to all reasonable requests for clarification of any aspect of this ITT and supporting documents, if made before the above deadline.

12.6. Proposals must be submitted by 5pm on 14 October 2016 to the following e-mail address commissioning@responsiblegamblingtrust.org.uk. RGT will acknowledge receipt of tenders by email. RGT reserves the right to extend any deadline. Any extension granted will apply to all applicants.

12.7. RGT reserves the right to reject any proposals:
   12.7.1. received after the deadline; and/or
   12.7.2. which do not comply with the conditions and requirements set out in this ITT.

12.8. All documents and all correspondence relating to the tender must be written in English.

12.9. The tender documentation should be provided in the following format:
   - A cover page which details the tendering organisation, principal evaluator and contact details,
   - Section 2: Background including your understanding of the evaluation objectives and work requirements.
   - Section 3: A statement of proposed methodology to conduct the evaluation with a justification for proposed methods. This should include a timetable or workplan linked to key activities (e.g., Gantt chart).
   - Section 4: A fixed price quotation for this work, based on the day rates submitted in your proposal to join the RGT Evaluation Panel

13. Intellectual Property

13.1. The successful researcher will either be required to assign all rights in and to any intellectual property created or arising from the work carried out by the researcher (or by the researcher’s employees or agents) to RGT, or, when funded by way of a grant, to provide RGT with a non-exclusive, perpetual, irrevocable, royalty free licence to use the report and results.

13.2. RGT acknowledges that the researcher may own proprietary software, analytic tools and techniques which may not be assigned to RGT. Where such software, tools or techniques exist and will be used by the researcher in the proposed research, the researcher should provide details in its tender of the methodology, to be used in the proposed research highlighting clearly where such software, tools or techniques will not be assigned to RGT and/or may not be shared with the public.

14. Confidentiality and publicity
14.1. RGT is committed to delivering an independently commissioned research programme that focuses on gambling behaviour and the effectiveness of various treatment, prevention and education strategies in minimising gambling-related harm. This is intended to improve knowledge amongst all those involved in this issue, so the RGT will wish to publish the results of the research. Our requirements below in respect of confidentiality and publicity are intended to promote good project management, quality assurance and research integrity, and are not included in order to influence the independent conclusions of this research or its presentation.

14.2. The successful researcher will be required to enter into a legally binding agreement with RGT which will contain, inter alia, confidentiality provisions pursuant to which the researcher will be required to:

14.2.1. keep confidential all intellectual property and know-how, including confidential commercial and financial information, disclosed by RGT, the Senet Group and operators to the researcher during the course of the research project;

14.2.2. not disclose to third parties without the express prior written consent of RGT any information arising from the work performed as part of the research project; and

14.2.3. ensure that all proposed publications are submitted to RGT for approval prior to publication with the expectation that approval will be given unless there are reasonable grounds not to do so.

14.3. RGT may from time to time require that the successful researcher’s employees and/or other person working on the research project enter into a confidentiality agreement with RGT.

14.4. A mutual whistleblowing clause will be included in all contracts to protect against any attempt to influence the outcome of the project. This will allow the supplier to withdraw without penalty if any attempt is made by industry partners to influence unduly their research or conclusions and for RGT to void the contract if it becomes aware of such undue influence.

15. Budget

15.1. The evaluation of industry harm prevention projects will be funded by the industry, not from the charitable funds of RGT which is only providing resources for the independent management of the evaluation process.

15.2. The evaluation of MOSES has a budget set at £15k plus VAT. Bids priced in excess of this will need to articulate clearly the additional value they will offer.

16. Eligibility

16.1. Applications will be accepted from organisations appointed to the RGT Evaluation Panel.

16.2. Any teams located outside Great Britain must ensure they specify, in their proposal, how they will manage communication during the project, and should note that their proposal should include a fee inclusive of expenses.

17. Conditions of Tender
17.1. RGT reserves the right to issue the response to any clarification request made by an applicant to all other applicants unless you expressly require it to be kept confidential at the time the request is made and provide a justification which RGT then accepts for such a request e.g. “This would disclose our innovative methodology to other applicants”. If RGT does not accept such a request, applicants will be offered the opportunity to withdraw their original request for clarification.

17.2. The information contained in this ITT and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue but RGT does not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of RGT or to any other liability which cannot be excluded at law.

17.3. By issuing this ITT, RGT is not bound in any way to enter into any contractual or other arrangement with the applicant or any other party.

17.4. It is intended that the remainder of this procurement will take place in accordance with the provisions of this ITT but RGT reserves the right to terminate, amend or vary the tendering process by notice to all tendering organisations in writing. RGT does not accept any liability for any losses caused to the applicant as a result of such termination, amendment or variation.

17.5. Applicants will not be entitled to claim from RGT any cost or expenses that they may incur in preparing their proposal irrespective of whether or not their tender is successful.

17.6. All information supplied to applicants by RGT, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers) unless the information is already in the public domain.

17.7. There must be no publicity by you regarding the project or the future award of any contract unless RGT has given express written consent to the relevant communication.

17.8. Applicants must declare any conflicts of interest within their proposal and state how these would be managed. RGT reserves the right to refuse any application based on such conflicts and to terminate any contract if conflicts of interest are found which have not been disclosed or new conflicts of interest arise and satisfactory mitigation of the risk to the credibility of the project is not possible.
18. Appendix A – Awarding Criteria

18.1. Tendering organisations are required to respond to ALL of the criteria below. To assist our evaluation of your tender submission, please ensure you clearly cross-refer your responses in the tender to the criteria.

18.2. Quality Criteria: A maximum score of 75% will be allocated to your response to the award criteria shown in Table 1 below:

<table>
<thead>
<tr>
<th>Quality Criteria</th>
<th>Weighting</th>
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<tbody>
<tr>
<td>A demonstrated understanding of the background to the MOSES evaluation project.</td>
<td>1.0</td>
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<td>Quality and appropriateness of the evaluation methodology</td>
<td>5.0</td>
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<tr>
<td>A credible work plan for meeting all of the requirements set out above.</td>
<td>2.0</td>
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<td>Coverage of the risk register and appropriateness of counter-measures.</td>
<td>1.0</td>
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<td>Added value that the proposed evaluation approach/team brings to RGT and its needs.</td>
<td>1.0</td>
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18.3. Award criteria will be scored using the indicators set out in table 2 below:

<table>
<thead>
<tr>
<th>Scoring Methodology</th>
<th>Description</th>
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<tbody>
<tr>
<td>0</td>
<td>No response or partial response and poor evidence provided in support of it. Does not give confidence in the ability of the Bidder to deliver the Contract and/or our requirements are not met in most respects.</td>
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<tr>
<td>1</td>
<td>Response is supported by a weak standard of evidence in some areas giving rise to concern about the ability of the Bidder to deliver the Contract and/or our requirements are not met in some respects.</td>
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<tr>
<td>2</td>
<td>Response is satisfactory and supported by a satisfactory standard of evidence. Gives moderate confidence in the ability of the Bidder to deliver the contract, meets the requirements in most respects.</td>
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<tr>
<td>3</td>
<td>Response is comprehensive and supported by a good standard of evidence. Gives a stronger level of confidence in the ability of the Bidder to deliver and meets requirements.</td>
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<tr>
<td>4</td>
<td>Response is comprehensive and supported by a very good standard of evidence meeting requirements and may exceed them in some respects. Gives a high level of confidence in the ability of the Bidder to deliver the contract.</td>
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<tr>
<td>5</td>
<td>Response is very comprehensive and supported by a high standard of evidence. Gives very high level of confidence in the ability of the Bidder to deliver the contract. May exceed requirements in several respects.</td>
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18.4. The assessed overall score for each question will be calculated by multiplying the quality score received with the weighting for that question, set out above. This will be the total quality score.

18.5. Price criteria: 25 marks will be awarded to the lowest priced bid and the remaining bidders will be allocated scores based on their deviation from this figure. Your total costs figure including VAT and expenses in the schedule of charges will be used to score this question.
18.6. Overall quality and price scores will be aggregated to provide the final bidding assessment score. This will be used to shortlist bidders. Scores will be moderated across assessors and may be further adjusted after (any) clarification meetings and/or responses. The highest scoring overall bidder after (any) clarification will be the preferred supplier.

19. Appendix B – Cost pro forma

19.1. Please complete the pro forma as indicated with sub-totals at A, B and for C (if VAT is to be charged; leave blank if not eligible to charge VAT). ‘Activities’ should relate to key inputs or stages of activity as set out in your method statement. The staff rates charged should be those quoted in your proposal to join the RGT Evaluation Panel with any project overheads included or shown separately. The total costs to be invoiced as quoted should be valid for up to 90 days from the closing date for receipt of tenders.

<table>
<thead>
<tr>
<th>Team member</th>
<th>Key activities</th>
<th>Days</th>
<th>Charging rate (as agreed under framework)</th>
<th>Total costs (£)</th>
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<tr>
<td>Sub-total ‘A’ (all staff costs)</td>
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<td>Travel and subsistence</td>
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<td>Project-related consumables</td>
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<td>Other (please specify)</td>
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<td>Sub-total ‘B’ (all non-staff costs)</td>
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<td>Total costs (A+B)</td>
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<td>VAT at 20% (C)</td>
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<td>If applicable</td>
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<td>Total to be invoiced (A+B+C)</td>
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19.2. VAT may not be applicable if the organisation undertaking the research is not itself registered for VAT, or when research is funded by a Restricted Grant.
Appendix C – Current MOSES Ts&Cs

MULTI-OPERATOR SELF-EXCLUSION SCHEME

Terms & Conditions

All copies of this form will be kept confidential. I agree to my details and photograph being retained by the Central Self-Exclusion Team and being shared with the betting operators whose premises are listed in this central self-exclusion form (the “Named Operators”), any applicable Named Operator’s group companies and the Association of British Bookmakers. I understand that if I wish to exercise any of my rights under the UK Data Protection Act 1998 I should contact the Central Self-Exclusion Team on 0800 294 2060 or by post at 50 Station Road, Wood Green, London N22 7TP. The Central Self-Exclusion Team reserve the right to contact me if any further information is required.

Self-Exclusion from the Premises

I agree not to enter any of the premises listed in this central self-exclusion form during the period of my self-exclusion. If I visit any of the premises listed in this central self-exclusion form during the period of my self-exclusion and I am identified by a member of staff, I will be requested to leave such premises. If I refuse to cooperate and/or become a trespasser at such premises, I will be removed.

Self-Exclusion from Online, Telephone and/or Betting Shop Accounts

I understand that if I choose to provide details in respect of any online, telephone and/or betting shop accounts with a Named Operator or with any of the Named Operator’s group companies during the self-exclusion request call, those accounts will be closed for the period of my self-exclusion. Any remaining funds in such accounts will be returned by the applicable Named Operator and any applicable Named Operator’s group companies by a method determined by such Named Operator and any applicable Named Operator’s group company. Any self-exclusions from any online accounts will be by reference to the usernames, account numbers and email addresses provided by me during the self-exclusion request call. Any self-exclusion from any telephone accounts will be by reference to the usernames and account numbers provided by me during the self-exclusion request form. I acknowledge that the Central Self-Exclusion Team, the Named Operators and any applicable Named Operator’s group companies shall have no liability whatsoever if I provide inaccurate or incomplete information which prevents them (in their sole discretion) from applying any self-exclusions to the online, telephone and/or betting shop accounts specified during the self-exclusion request call. The Named Operators and the Named Operator’s group companies may refuse to apply any self-exclusion to the online, telephone and/or betting shop accounts specified during the self-exclusion request call if there is any doubt (at their sole discretion) that such accounts belong to me. Any returns from ‘running bets’ in the online, telephone and/or betting shop accounts specified in the self-exclusion request call will be returned by the applicable Named Operator and any applicable Named Operator’s group companies by a method determined by such Named Operator and any applicable Named Operator’s group companies.

I understand that at least one Named Operator (Ladbrokes) may have systems that automatically close any online accounts held by me: regardless of whether I provide account details to the Central Self-Exclusion Team. By entering into this central self-exclusion agreement, I agree to this automatic closure, if I currently hold any accounts with Ladbrokes or its group companies. However, if I also require an online self-exclusion with another Named Operator or its group companies then I accept that I must either provide account details (as above) or undertake a separate online self-exclusion with them.

General & Exclusion of Liability

I understand that my self-exclusion from the premises listed in this central self-exclusion order form will not commence until a photograph is received and ID verification checks are completed and that it may take up to 10 working days from completion for my self-exclusion to take effect.

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I accept that self-exclusion is a voluntary request which is not enforceable in any way whatsoever against the Named Operators, any applicable Named Operator’s group companies or the Central Self-Exclusion Team. I understand that I cannot revoke, rescind or withdraw this central self-exclusion form prior to the stated expiry date.

I understand that I am not permitted to open any new online, telephone and/or betting shop accounts with any of the Named Operators and any applicable Named Operator’s group companies.

I understand that the Central Self-Exclusion Team, the Named Operators and any applicable Named Operator’s group companies will make all reasonable attempts to assist me in fulfilling my self-exclusion requirements (both in preventing me from entering the premises listed in this central self-exclusion form and from accessing any applicable online, telephone and/or betting shop accounts specified in the self-exclusion request call). However, during my period of self-exclusion, I understand that I have an equal undertaking not to seek to circumvent this central self-exclusion form by entering or continuing to enter (or asking a third party on my behalf to enter) the premises listed in this central exclusion form or by continuing to participate in gambling and betting services with any of the Named Operators and any applicable Named Operator’s group companies online, by telephone and/or through other betting shop accounts. I understand that I should not seek to or in fact gamble during my period of self-exclusion with any of the Named Operators and any applicable Named Operator’s group companies.

I understand and acknowledge that the only responsibility of the Central Self-Exclusion Team, Named Operators and any applicable Named Operator’s group companies is strictly to make reasonable attempts to assist me in fulfilling my self-exclusion requirements (both in preventing me from entering the premises listed in this central self-exclusion form and from accessing any applicable online, telephone and/or betting shop accounts specified in the self-exclusion request call). I accept that my self-exclusion is a voluntary request which is not enforceable in anyway whatsoever against the Central Self-Exclusion Team, Named Operators and any applicable Named Operator’s group companies. In the event that I fail to comply with my self-exclusion requirements:

- The Central Self-Exclusion Team, the Named Operators, any applicable Named Operator’s group companies and their officers and employees will not be held liable for any claims whatsoever or howsoever arising out of or in connection with my self-exclusion;
- Any bets inadvertently accepted in any of the premises listed in this central self-exclusion form will stand, win or lose, unless cancelled by mutual consent prior to the start of the first event; and
- The Self-Exclusion Team, Named Operators and any applicable Named Operator’s group companies shall have no responsibility or liability to me or any third party and will be under no obligation to return any deposits, winnings or other funds obtained from any new online, telephone and/or betting shop accounts opened by me (or any third party).

**Marketing**

The Self-Exclusion Team, Named Operators and any applicable Named Operator’s group companies will take all reasonable steps to ensure that I no longer receive marketing materials from any of the channels which I have self-excluded from until such time that I have elected to opt back in.

**End of Self-Exclusion**

19.4. I will continue to be excluded from the premises listed in this central self-exclusion form and will be unable to access the online, telephone and/or betting shop accounts specified in the self-exclusion request call for a period of 6 months after the expiry of my period of self-exclusion unless I renew my period of self-exclusion or I opt to return to gambling (at which point this central self-exclusion form will be terminated). During this 6 month period, I can discuss my options with the Central Self-Exclusion Team by calling 0800 294 2060. On agreement, my period of self-exclusion may be extended for a further period of 12 months. If I opt to return to gambling, there will be a 24 hour ‘cooling off’ period before the Central Self-Exclusion Team process my request for the same. I must allow up to 10 working days for my period of self-exclusion to be removed from all Named Operators and any applicable Named Operator’s group companies. If I opt to return to gambling services, I must contact the applicable Named Operators and any applicable Named Operator’s group companies customer service departments to reactivate the online, telephone and/or betting shop accounts specified in the
self-exclusion request call. There will be a 24 hour “cooling off” period before such accounts are reactivated. I understand that the Named Operators and any applicable Named Operator’s group companies may (at their sole discretion) refuse to reactivate such accounts if I am known to have other ‘active’ self-exclusions with such Named Operator and any applicable Named Operator’s group companies.
Appendix D - Press Release

Glasgow’s new gambling self-exclusion scheme gets underway

High street betting shops in Glasgow City Centre are today launching a new self-exclusion scheme for anyone who has developed a problem with their gambling.

For the first time anywhere in Scotland, a customer will be able to ‘exclude’ themselves from any of the 36 participating betting shops, regardless of which company runs the shop.

This three month pilot scheme will play a key part in developing a UK-wide scheme that is set to launch in 2016.

Up until now, a customer has only been able to exclude from one betting shop or operator at a time, and has needed to fill in forms for each different shop.

Under the ground-breaking scheme, when a customer wishes to exclude themselves, they will be able to call a confidential helpline where an advisor will agree which shops it makes sense to self-exclude from – for example rather than being excluded from all 36 participating shops, they may only need to include the shops near their home or place of work. The helpline advisor will also be able to give customers information about how to get help, including counselling services.

Whilst the pilot will only be available to customers in the city centre, customers will be able to self-exclude from shops outside the city centre with participating bookmakers. For example, someone who works in the City centre, but lives in Rutherglen and socialises in Shawlands can exclude from all three locations with just one phone call.

The phone number for the scheme is 0330 1234 098.
Malcolm George, Chief Executive of the Association of British Bookmakers, said:
“This is a very important step towards helping problem gamblers in Glasgow stay in control, and get the help they need. High street betting operators want all customers to enjoy their leisure time and gamble responsibly. We also want to help those who may be getting into difficulties, and this scheme is a big step forward to achieving that. In addition, it will directly shape the UK-wide scheme that will begin next year.
We are pleased to be working together with the City Council on this project, as they are as committed as us to promoting responsible gambling.”
Glasgow’s City Treasurer and Chairman of a cross-party Sounding Board on gambling, Cllr Paul Rooney said: “We simply don’t know enough about how problem gambling affects individuals, families and communities – either here in Glasgow or anywhere else in the UK. However, this project breaks new ground in terms of the industry sharing information, both between operators and, crucially, with their regulator.
Only time will tell if it will offer more effective support for Glaswegians who are struggling with their gambling here and now – but I also want to ensure the city uses this opportunity to gain a better understanding of who finds their gambling become a problem; how they try and cope with that, and to what extent they are able to bring it under control.
All of these things will, over time, tell us more about how we go about safeguarding people from harm and supporting the families and communities around them.”
Appendix E - Press Release (expansion)

City’s gambling self-exclusion scheme expands across all of Glasgow

on: October 05, 2015 in: ABB News, Press Release
Print Email

The Glasgow pilot scheme which gives someone who may be developing a problem with their gambling a one-stop facility to exclude themselves from all betting shop operators across the City is expanding from today, to include more shops and more operators.

Launched in July with 36 participating shops across the five major betting shop operators the scheme will be expanded to include 300 shops across the wider Glasgow area – effectively any location with a Glasgow postcode.

The extension of the scheme sees two independent operators join for the first time – Margaret Morton (1 shop) and Scotbet (2 shops).

Glasgow Self Exclusion Leaflet-LR

Under the scheme, any customer who visits one of the participating shops who feels they are getting into difficulty with their gambling can now “self-exclude” by simply contacting the trained central team of advisers, who will then tailor their self-exclusion based on locations they frequently visit – for example, most customers in the initial trial only choose to include the shops near their home, place of work and where they socialise.
It is important that customers choose shops where they are already known or regularly frequent, as self-exclusion will be more effective where this is the case, and the shop team will be able to support them fully in their exclusion. The helpline advisor will also be able to give customers information about how to get help, including the details of counselling services or treatment programmes.

Prior to the launch of this scheme, a customer had to visit or contact each operator separately, and then enter into an individual agreement with each.

This pilot scheme is playing a key part in developing a cross-operator scheme that will be rolled out to all 9,000 bookmakers during the spring of 2016.

Malcolm George, Chief Executive of the Association of British Bookmakers, said:

“The expansion of the scheme to include 300 shops and independent operators shows our members’ commitment to people who may have a problem with their gambling and makes it easier for them to self-exclude.

We know that some customers have been reluctant to self-exclude in the past because they had to have separate agreements with each operator. It is important though that someone wishing to exclude chooses to do so from shops where they regularly visit or are known to staff, as this will allow the shop teams to support them properly.

This pilot project is playing a major role in developing the first multi-operator self-exclusion scheme which will launch next year. We all want to learn what works and what doesn’t work from this initiative.

It comes as we have updated the ABB’s ‘Responsible Gambling Code’, which sets rigorous standards for our members, allowing betting shop customers to bet safely and responsibly, while at the same time ensuring that those who could be developing difficulties are able to get the help they need quickly’’