Minutes of the **Board of Trustees’ meeting**

**DATE** | Thursday 12 January 2017  
**TIME** | 10.30am – 12.30pm  
**VENUE** | Gordon Dadds, 6-11 Agar Street, London, WC2N 4HN

<table>
<thead>
<tr>
<th>PRESENT</th>
<th>INITIALS</th>
<th>NOTES</th>
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<tbody>
<tr>
<td>Henry Birch</td>
<td>HB</td>
<td>Trustee</td>
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<tr>
<td>Annette Dale-Perera</td>
<td>ADP</td>
<td>Trustee</td>
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<td>Clive Hawkswood</td>
<td>CH</td>
<td>Trustee</td>
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<td>Alan Jamieson</td>
<td>AJ</td>
<td>Trustee</td>
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<tr>
<td>Kate Lampard</td>
<td>KL</td>
<td>Trustee / Chair</td>
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<tr>
<td>Jim Mullen</td>
<td>JM</td>
<td>Trustee (present from item 2 onwards)</td>
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<tr>
<td>Brigid Simmonds</td>
<td>BS</td>
<td>Trustee</td>
</tr>
<tr>
<td>Patrick Sturgis</td>
<td>PS</td>
<td>Trustee (present from item 5 onwards)</td>
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<tr>
<td>Jo Wolff</td>
<td>JW</td>
<td>Trustee</td>
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**IN ATTENDANCE**  
Iain Corby | IC | Director of Operations and Development  
Jennifer Denchie | JD | Research and Commissioning Assistant  
Cinta Esmel | CE | Director of Fundraising  
Marc Etches | MWE | Chief Executive  
Sarah Evans | SE | Atlas Partners  
Joanne Higgs | JH | RGSB Secretariat Observer  
Chris Kelly | CK | RGSB Observer  
Charles Napier | CN | Atlas Partners  
Jane Rigbye | JR | Director of Commissioning (Treatment & Harm-Minimisation)  
Natalie Simpson | NS | Operations Manager - Minutes  
Simon Tanner | ST | RGSB Observer / GambleAware Treatment Panel member  
Ronnie Whittington | RW | DCMS Observer (present for items 1-10)  

**APOLOGIES**  
Nick Harding | NH | Trustee  
Tim Livesley | TL | RGSB Secretariat Observer  
Paul Hope | PH | Gambling Commission Observer
1. Welcome and apologies
KL welcomed everyone to the meeting.
Apologies were received from: NH, PH and TL.

2. Appointment of Jim Mullen
Trustees confirmed the appointment of JM to the Board with immediate effect, to replace James Henderson (who resigned 12 August 2016).
JM joined the meeting.

3. Minutes of meeting – 3 November 2016
The minutes of the Board of trustees’ meeting held on 3 November 2016 were approved as a true and accurate record.

4. Matters arising
The paper was received as presented.
The Board placed on record its thanks and best wishes to Rose Wheeler, Assistant to the Director of Fundraising, who retires on 13 January. A new Assistant is being recruited and NS will become the Company Secretary and take Board meeting minutes.

5. Chief Executive’s report
PS joined the meeting.
The paper was received as presented.

Voluntary Settlement
Trustees discussed the matter of concern regarding conditions attached to a potential ‘voluntary settlement’ payment and it was agreed that GambleAware’s commissioning arrangements are not a matter for donors to determine and GambleAware will not accept the conditions on the potential donation.

Action: 1) MWE will discuss the situation with the operator. He will point out that while the desire for the funds to go towards treatment will be noted, GambleAware cannot accept the donation subject to specific conditions; 2) Management will discuss with the Gambling Commission how to communicate with industry the terms of future industry voluntary settlements.

GambleAware Harm-Minimisation Conferences
Feedback on the 2016 Conference was noted. The 2017 Conference will be held over 2 days in December and trustees were requested to provide NS with any views on the next conference.

6. GambleAware
a. Recruitment of trustees

Interviews for two new independent trustees will be held at the end of January. The Board will then be made up of a total of 12 trustees, 7 of whom will be independent of the gambling industry. Management will issue a public statement about all of the new trustees in February. Subsequent to the new appointments being made, the proposed GambleAware Committee structure will be finalised.

b. Conflict of interest policy

The Board discussed the revised policy as presented.

**Action:** MWE to review the conflict of interest policy at the next Research Committee meeting and circulate the revised version to the Board.

c. BeGambleAware update

The paper was reviewed as presented.

d. Communications report

The paper was reviewed as presented.

7. Audit and risk

a. Activity update

The Audit and Risk committee will meet on 3 February and the agenda in the Chief Executive’s report was noted.

8. Treatment and harm-minimisation

a. Activity update

The paper was noted as presented.

b. Funding treatment services, 2017-20

The paper was reviewed as presented.

**Gordon Moody Association (GMA)**

The Board discussed and agreed with the Treatment Expert Panel’s recommendation to provide GMA with funding for the period 1st April 2017 to 31st March 2020 subject to contract, as follows:

1) to fund mixed mode care (consisting of a four-day residential treatment ‘retreat’, followed by 10 weeks of one to one counselling on an outpatient basis, and a final 3 day residential retreat) for both men and women; 2) to fund long term residential care for men; and, 3) to fund post-treatment counselling.
GMA will not be funded to deliver: 1) Helpline support in other languages; 2) respite care; 3) crisis care; or, 4) day care/ drop-in services.

Funding will be subject to the following conditions:

- Due to the lack of an evidence base, the services will be subject to research and evaluation projects to develop the necessary evidence of their efficacy – particularly the effectiveness of treatment post-discharge;
- GMA should engage the oversight of a clinician (e.g. psychiatrist or clinical psychologist);
- GMA should demonstrate throughout the funding period their commitment to work as part of the wider treatment system (e.g. community based referral pathways) and to monitor how well the service meets the needs of their clients.

Central North West London NHS Trust (CNWL)

The Board discussed and agreed with the Treatment Expert Panel’s recommendation to provide CNWL with funding for the period 1st April 2017 to 31st March 2020 subject to contract.

Funding will be subject to the following conditions:

- CNWL be challenged further to improve their waiting times for assessment and treatment;
- Funding should not be used for research purposes and any research involving GambleAware-funded clients must receive prior approval from the GambleAware Research Committee whether or not additional funding is being requested;
- CNWL should provide a clear forecast of service throughput, and how many clients will receive different modes of treatment (e.g. workbooks, individual face-to-face treatment, group treatment).

GamCare

The Board discussed the paper as presented and the Treatment Expert Panel’s recommendations were noted. A letter from the Chairman of GamCare to KL dated 11 January 2017 was distributed.

Concern was expressed that the necessary clinical governance is not of sufficient quality at GamCare and that there is inadequate evidence of appropriate arrangements for safeguarding vulnerable people. It was agreed that the urgent priority is ensuring that services meet required standards in relation to clinical governance and safeguarding.

Action: 1) GambleAware will suspend the procurement process for a period of 6 months; 2) GambleAware will provide resources to support GamCare to address the specific issues raised by the Treatment Expert Panel.

9. Fundraising
   a. Fundraising update
The paper was noted as presented.

b. Fundraising strategy
The paper was noted as presented.

c. Calculating the GGY of major operators
The paper was noted as presented.

The Board approved expenditure of up to £10,000 to employ consultants to assist GambleAware to calculate the gross gaming yield of the top 21 largest gambling businesses operating in Great Britain.

d. Contact and relationship management (CRM) software

The Board approved in principle expenditure of up to £15,000 in 2016/17 to assist GambleAware to improve CRM, fundraising, mailing and donor management processes.

Action: CE to discuss CRM options with British Beer & Pub Association management.

10. Research and evaluation
   a. Activity update
   The paper was noted as presented.
   RW left the meeting.

11. Stakeholder activity
   RGSB advice to the Gambling Commission regarding the ‘Review of gaming machines and social responsibility measures’ will be published in February.

12. Any other business
   There was no further business.

Next GambleAware Board meeting
Date: Thursday 9 March 2017
Time: 10.30am – 12.30pm
Venue: Gordon Dadds, 6-11 Agar Street, London, WC2N 4HN
Approval of minutes

Name: Kate Lampard - Chair

Date:_______________________________________________

Signature: ________________________________