

# GambleAware

## **4<sup>TH</sup> HARM MINIMISATION CONFERENCE**

WEDNESDAY 7 DECEMBER 2016  
& THURSDAY 8 DECEMBER 2016

**THE KING'S FUND, LONDON**

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# **SOCIAL MEDIA: WE ENCOURAGE YOU TO SHARE YOUR CONFERENCE EXPERIENCE**

#gambleaware16

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## **WELCOME TO OUR FOURTH ANNUAL HARM MINIMISATION IN GAMBLING CONFERENCE.**

The aim of the conference is to review and discuss current progress and future prospects in relation to harm minimisation in gambling in Great Britain. This conference forms part of an on-going process of sharing and discussing current knowledge and practice in relation to harm minimisation. This year, the conference will also be an opportunity to review and discuss best practice in treatment and harm minimisation.

The annual GambleAware harm minimisation conferences have been instrumental in shaping the direction of research and policy development, as well as informing industry practice in relation to promoting player protection and responsible gambling behaviour.

Thank you for finding the time to attend and thank you to Liz Barclay for once again chairing the conference, and to all our speakers and sponsors who have made the conference possible.

Kate Lampard, Chair  
GambleAware

# WELCOME

# WEDNESDAY 7 DECEMBER 2016

AM

9.30	10.00	10.15	11.15	11.45
Coffee / registration – Burdette Suite	<p><b>WELCOME</b> Liz Barclay, Moderator</p>	<p><b>WHAT DO WE MEAN BY GAMBLING-RELATED HARM?</b> Burdette Suite</p>	Tea & coffee. Burdette Suite	<p><b>WHAT DO WE MEAN BY GAMBLING-RELATED HARM?</b> Burdette Suite</p>
	<p><b>Opening remarks</b> Kate Lampard, Chair, GambleAware</p> <hr/> <p>Tracey Crouch MP, Minister for Sport, Tourism &amp; Heritage, DCMS</p>	<p><b>Gambling-related harm</b> Professor Alex Blaszczynski, University of Sydney</p> <hr/> <p><b>Understanding gambling-related harm: separating the behaviour from the outcomes</b> Erika Langham, Central Queensland University</p>		<p><b>Understanding and measuring gambling-related harm</b> Dr Valerie Bunting, PwC</p> <hr/> <p><b>The costs to Government of gambling-related harm</b> Alfie Stirling &amp; Craig Thornley, IPPR</p> <hr/> <p><b>Panel discussion: Gambling-related harm – a shared responsibility?</b> Professor Alex Blaszczynski, University of Sydney, Chair Simon Tanner, Responsible Gambling Strategy Board (RGSB) Dr Sarah McNulty, Knowsley Council Erika Langham, Central Queensland University Dr Sean Cowlshaw, University of Bristol Annette Dale-Perera, GambleAware trustee</p>



1.00	2.00	3.30	3.45	5.00	7.30
Lunch & GambleAware-funded PhD poster session. Burdette Suite	<p><b>WHO IS PARTICULARLY VULNERABLE TO GAMBLING-RELATED HARM?</b> Burdette Suite</p> <p><b>Introduction</b> Marc Etches, GambleAware</p> <hr/> <p><b>Youth problem gambling initiative</b> Chiara Marin, Fast Forward</p> <hr/> <p><b>Gambling intervention in secondary schools</b> Ian Wybron, Demos</p> <hr/> <p><b>Word on the Street – Homelessness and Gambling</b> Dr Steve Sharman, University of Lincoln</p> <hr/> <p><b>Harm minimisation in criminal justice and the armed forces</b> Justyn Larcombe, EPIC</p> <hr/> <p><b>Education for professional sports players</b> Simon Taylor, Professional Players Federation</p> <hr/> <p><b>Working with frontline advice agencies – Citizens Advice</b> Katie Fry, Newport Citizens Advice</p> <hr/> <p><b>Panel discussion: Who is vulnerable to gambling-related harm</b> Marc Etches, GambleAware, Chair Richard Ives, RGSB Chiara Marin, Fast Forward Ian Wybron, Demos Steve Sharman, University of Lincoln Justyn Larcombe, EPIC Simon Taylor, Professional Players Federation Katie Fry, Newport Citizens Advice</p> <hr/> <p><b>UNDERSTANDING AND MEASURING GAMBLING-RELATED HARM.</b> Maxwell Room</p> <hr/> <p>Discussion of PwC's gambling-related harm research findings PwC</p>	Tea & coffee. Burdette Suite	<p><b>WHAT IS THE RESPONSIBLE RESPONSE?</b> Burdette Suite</p> <p><b>Building GambleAware</b> Iain Corby</p> <hr/> <p><b>Responsible gambling industry initiatives</b> John Hagan, Industry Group for Responsible Gambling (IGRG)</p> <hr/> <p><b>ABB responsible gambling initiatives</b> Malcolm George, Association of British Bookmakers (ABB)</p> <hr/> <p><b>Self-exclusion in the remote sector</b> Clive Hawkswood, Remote Gambling Association (RGA)</p> <hr/> <p><b>Bacta responsible gambling initiatives</b> John White, British amusement machine industry (bacta)</p> <hr/> <p><b>Bingo research and self-exclusion</b> Miles Baron, Bingo Association</p> <hr/> <p><b>Playing Safe</b> Tracy Damestani, National Casino Forum (NCF)</p> <hr/> <p><b>Camelot behavioural analytics</b> Alison Gardner, Camelot</p> <hr/> <p><b>UNDERSTANDING AND MEASURING GAMBLING-RELATED HARM.</b> Maxwell Room</p> <hr/> <p>Discussion of PwC's gambling-related harm research findings PwC</p>	<p><b>CLOSING REMARKS</b></p> <hr/> <p>Kate Lampard, Chair, GambleAware</p>	Conference dinner, with John Hartson. Cumberland Hotel

# THURSDAY 8 DECEMBER 2016

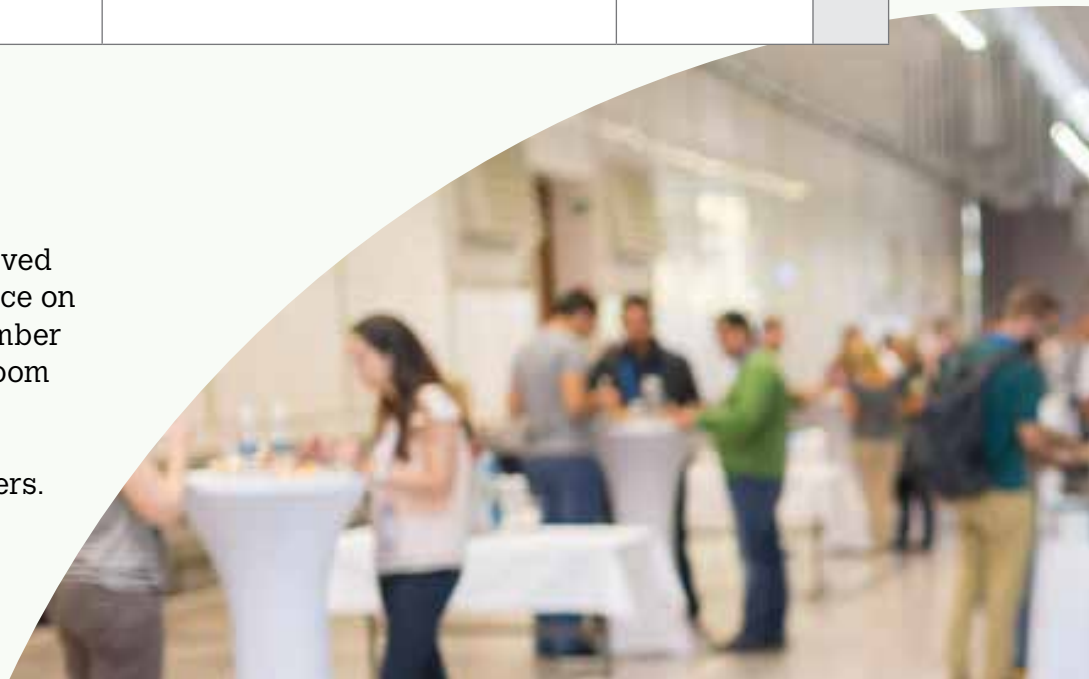
AM

8.30	9.00	9.15	10.45	11.15
Coffee / registration – Burdette Suite	<p><b>WELCOME</b> Liz Barclay, Moderator</p>	<p><b>WHAT WORKS TO HELP PROBLEM GAMBLERS AND AFFECTED OTHERS?</b> Burdette Suite</p>	Tea & coffee. Burdette Suite	<p><b>TREATMENT IN GREAT BRITAIN</b> Burdette Suite</p>
	<p>Opening remarks Kate Lampard, Chair, GambleAware Carolyn Harris MP</p>	<p>Preventing problem gambling and abating its harms Professor Peter Collins, former professor at the University of Salford</p> <p>Treatment of problem gamblers Professor Jon Grant, University of Chicago</p> <p>Panel discussion: What works to help problem gamblers and affected others? Dirk Hansen, GamCare, Chair Professor Peter Collins, former professor at the University of Salford Professor Jon Grant, University of Chicago Owen Baily, YGAM Frankie Graham, Betknowmore UK</p>		<p>Introduction/GambleAware's Data Reporting Framework Jennifer Denchie, GambleAware</p> <p>Women's pilot residential service Ruth Champion, Gordon Moody Association</p> <p>National Gambling Helpline &amp; Counselling Services Dirk Hansen, GamCare</p> <p>Gambling dependency Wynford Ellis Owen, Living Room Cardiff</p> <p>Treatment for gambling addiction Dr Neil Smith, CNWL National Problem Gambling Clinic</p> <p>Panel discussion: Treatment in Great Britain Marc Etches, GambleAware, Chair Dirk Hansen, GamCare Ruth Champion, Gordon Moody Association Wynford Ellis Owen, Living Room Cardiff Dr Neil Smith, CNWL National Problem Gambling Clinic</p>



12.45	1.45	3.15	4.00	4.00
Lunch & GambleAware-funded PhD poster session. Burdette Suite	<b>HARM MINIMISATION RESEARCH</b> Burdette Suite	<b>FUTURE RESEARCH: WHAT CAN BE ACHIEVED?</b> Burdette Suite	<b>CLOSING REMARKS</b>	Networking reception. Edwards Room
	<b>Eye-tracking in Electronic Gaming Machine play in bookmakers</b> Professor Robert Rogers, Bangor University	<b>GambleAware research</b> Professor Jo Wolff, University of Oxford	Kate Lampard, Chair, GambleAware	
	<b>The effects of reducing the stake on a B2 machine in UK betting shops</b> Professor Peter Collins, former professor at the University of Salford	<b>RGSB Research Programme</b> Professor David Miers, RGSB		
	<b>Remote gambling - using industry held data to minimise harm</b> David Trunkfield, PwC	<b>Industry participation in research</b> Henry Birch, Rank Group		
	<b>A follow up study to a survey of loyalty card holders</b> Elizabeth Fuller, NatCen	<b>Panel discussion: Future research: What can be achieved?</b> Liz Barclay, Chair Professor Alex Blaszczyński, University of Sydney Erika Langham, Central Queensland University Professor Jon Grant, University of Chicago Dr Sean Cowlshaw, University of Bristol		
	<b>Tracked play on B1 gaming machines in British casinos</b> Professor David Forrest, University of Liverpool			
	<b>Young people, gambling and gambling-related harm</b> Julia Pye, Ipsos MORI			
	<b>The stake reduction dilemma and product-based harm minimisation</b> Professor Jonathan Parke, Sophro Ltd			
	<b>Veterans, gambling and mental health</b> Dr Simon Dymond, Swansea University			
	<b>Problem gambling in licensed bingo premises</b> John Kennedy, Ipsos MORI			

Drinks will be served after the conference on Thursday 8 December in the Edwards Room on the first floor, kindly sponsored by Regulus Partners.



# **UNDERSTANDING AND MEASURING GAMBLING-RELATED HARM WORKSHOPS**

Wednesday 7 December, held by PwC.

Two deliberative events will take place to provide an opportunity for participants to discuss the findings from PwC's research into gambling related harm. The aim of PwC's research is to arrive at a shared understanding of what is meant by gambling related harm and to explore the indicators that might assist in measuring, monitoring and ultimately preventing such harm. Conference participants are invited to one of two workshops to deliberate on the emerging findings from this research. These sessions will feed into the final report, which is due to be published in the New Year.

**If you wish to participate in either of these workshops, please go to the Maxwell Room at 2pm or 3.45pm. 20 spaces are available on a first-come first-served basis.**



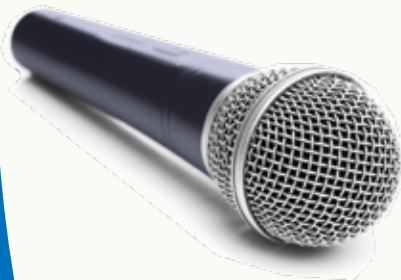
## **LIZ BARCLAY MODERATOR**



Liz Barclay is a national journalist and broadcaster.

She has been a Consumer Panel Member at Financial Services Consumer Panel since 2014. Liz has extensive experience in consumer issues relating to money and finance. She served as a broadcast journalist and producer for more than 20 years for the BBC and the independent sector, specialising in personal finance, consumer affairs and issues affecting small businesses. She has a strong interest in financial inclusion gained during more than 25 years of covering money and consumer issues. She serves as the chair of Camden Citizens Advice Bureau.

Liz has been a Non-Executive Director at Financial Services Compensation Scheme since 2011. She serves on the board of the Equity Release Council Standards Board and is a former GambleAware trustee.



## **KATE LAMPARD CBE CHAIR, GAMBLEAWARE**



Kate works as an independent consultant undertaking investigations and advising organisations on management and service effectiveness and development. She led the NHS investigations into Jimmy Savile, and produced a report for the Secretary of State for Health setting out the lessons for today's health service. She was commissioned by the board of Serco Plc to investigate the treatment of residents at Yarl's Wood Immigration Removal Centre.

Previously Kate spent 13 years as a practising barrister before moving into the public sector where she held a number of non-executive appointments. Kate has been the chair of the South East Coast Strategic Health Authority, vice chair of the South of England Strategic Health Authority and a non-executive director and vice chair of the Financial Ombudsman Service Limited. She acted as interim chair of the Independent Advisory Panel on Deaths in Custody.

Kate is a trustee of the Esmée Fairbairn Foundation.

# **TRACEY CROUCH MP**

## **MINISTER FOR SPORT, DEPARTMENT OF CULTURE, MEDIA AND SPORT**



Tracey Crouch was appointed Parliamentary Under Secretary of State for Sport, Tourism and Heritage on 12 May 2015. She was elected as the Conservative MP for Chatham and Aylesford in 2010. Tracey was educated at the University of Hull where she studied Law and Politics.

Tracey was a member of the Culture, Media and Sport Select Committee from 2012 to 2015 and a member of the Speaker's Committee on the Electoral Commission, and of the Political and Constitutional Reform Committee from 2013 to 2015.

After two years of working in Parliament (1996-1998) for various MPs, Tracey left to work as a political consultant where she represented clients ranging from a major chocolate manufacturer, financial institutions and members of the chemical industry, through to slimming groups and pet charities. She then worked in the City for insurance giant Norwich Union and its FTSE parent Aviva.

Keynote speaker:

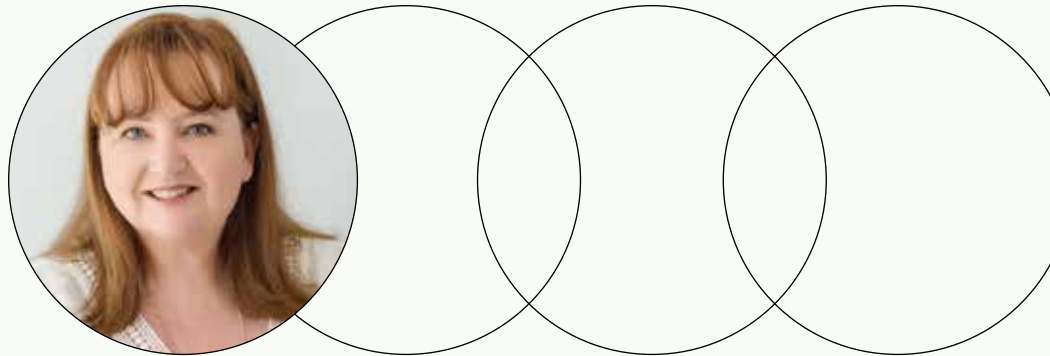
**PROFESSOR ALEX BLASZCZYNSKI**  
**UNIVERSITY OF SYDNEY**



Dr. Alex Blaszczynski is a Professor of Clinical Psychology, and Director of the University of Sydney's Gambling Treatment Clinic and Chair, Responsible Gambling Research Group. Dr. Blaszczynski has evaluated randomized treatment outcomes studies using behavioural interventions, assessed the prevalence of depression and suicidality, determined the relationship between crime, gambling, and highlighted the role of impulsivity in pathological gamblers. He developed a conceptual pathways model explaining the aetiology of pathological gamblers, and has reviewed responsible gambling and harm minimisation strategies. He was chairman of the Working Party for the Australian Psychological Society and committee member of the Australian Medical Association's position papers on problem gambling. He is the editor-in-chief of International Gambling Studies. In 1995, Dr. Blaszczynski received the American Council of Problem Gambling Directors Award; in 2004, the National Centre for Responsible Gambling senior investigator's research award; and in 2013, the NSW Government's Responsible Gambling Fund's excellence award for contributions to gambling.

Keynote speaker:

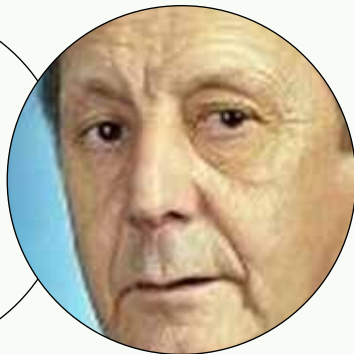
**ERIKA LANGHAM**  
**CENTRAL QUEENSLAND UNIVERSITY**



Erika is a Lecturer in Health Promotion in the Public Health Program at CQUniversity. Erika has over 20 years' experience managing and leading complex research projects, including multiple national projects on sensitive topics. Erika specialised in the development of long range decision support systems using micro-simulation for a broad range of applications including capability planning, training systems, and public health scenarios. Since moving to academia five years ago she has been awarded over \$2 million in gambling research grant applications, with co-investigators. Erika is a mixed methods researcher, and has undertaken gambling research centred on the experience of harm from gambling; the influence of jackpots on EGM play; the influence of gambling environments; the potential impact of responsible gambling features; the impact of innovation of gambling products; and the development of a scale to measure the effect of stigma associated with gambling. Her other research interests include the influence of social determinants of health, and assets based health approaches. Erika is a member of the Public Health Association of Australia and the National Association for Gambling Studies.

Keynote speaker:

## **PROFESSOR PETER COLLINS**



Professor Peter Collins retired in 2010 as Professor of Public Policy Studies at the University of Salford where he was also Director of the Centre for the Study of Gambling. He retired in 2013 after 14 years as Executive Director of the South African Responsible Gambling Programme which he founded. In 2003-2004 he was a special adviser to the Joint Scrutiny Committee on the Gambling Bill. Until 2015 he was a trustee of GamCare. Peter is the author of the book, *Gambling and the Public Interest* (2003); He led the team of national and international scholars who wrote "A Strategy for Addressing Problem in the UK" commissioned by GambleAware's great-grandfather (GICT) in 2003; He was a special adviser to the Joint Scrutiny Committee on the Gambling Bill (2003-04) and to the Strategy Board (2008-09). His most recent research report published in November this year focused on the likely effects of reducing maximum stakes on FOBTs.



Keynote speaker:

**PROFESSOR JON GRANT  
UNIVERSITY OF CHICAGO**



Jon Grant is a Professor of Psychiatry & Behavioral Neuroscience at the University of Chicago, where he also supervises an outpatient clinic for addictive-impulsive-compulsive disorders. Professor Grant is the author of twelve books on impulsive and compulsive behaviors and over 300 peer-reviewed scientific articles. He is the Director of a Center of Excellence in Gambling Research supported by the National Center for Responsible Gaming and Editor in Chief of the Journal of Gambling Studies.

# PHD POSTER SESSIONS

GambleAware will showcase research by current and recently completed GambleAware-funded PhD students at poster sessions held during the lunch hour on both days of the conference. This event is an opportunity for PhD students to discuss their research with conference attendees.

**Richard Cutter** – Northumbria University – A longitudinal study mapping changes in explicit and implicit measures of gambling behaviour.

**Glen Dighton** - Swansea University - Gambling on civvy street: Assessing the impact of gambling-related problems on UK armed forces veterans and their families.

**Elena Gomis** - University of East London - The role of neuromodulation, cognitive processing and behavioural inhibition in problem gambling.

**Lucy Pointon** - Sheffield Hallam University - Problem gambling and family violence - A life course analysis.

**Juemin Xu** – University College London – A study of cognitive biases in gambling: The hot hand and the gamblers' fallacy.





# CONFERENCE DINNER

**Date:** Wednesday 7 December 2016

**Time:** 7.30pm

**Venue:** The Cumberland Hotel,  
Great Cumberland Place,  
London W1H 7DL



## Guest speaker: John Hartson

John Hartson is a former international professional football player. Having made his debut with Luton aged 16 years John went on to play for West Ham, Arsenal and Celtic. John earned 51 caps for Wales scoring 14 goals. He retired from playing football in 2008 and is now best known for his role as a match summariser on television and BBC Radio Five Live.

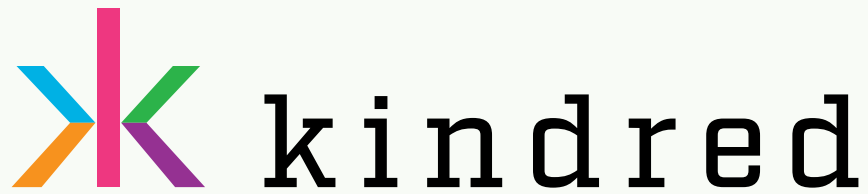
In 2009, at the age of 31, John was diagnosed with testicular cancer, which spread to his brain and lungs. Remarkably, he survived and subsequently founded 'The John Hartson Foundation' in 2010. The charity aims to utilise John's popularity to raise awareness of testicular cancer and John is recognised for sharing his emotive yet inspiring account across various platforms including his book 'Please Don't Go'. The charity funds support services, associated treatment and counselling sessions for affected individuals, families and carers of cancer sufferers.

From an early age, John has struggled with another challenge in life; gambling. In January 2015, John shared publicly his battle to overcome his destructive addiction to gambling: "When I was fighting for my life [with cancer], she [my wife] was my rock. She was pregnant, she looked after the children, she was incredibly strong, and this scumbag here came out of hospital and carried on with the gambling, after everything she had done." John will tell how, with the help of his wife, family, friends and Gamblers Anonymous he was able to take control of his addiction and successfully turn his life around.

Pre-registration for the conference dinner was required.

# THANKS

GambleAware would like to thank the  
sponsors of today's conference:





# GambleAware



GambleAware is the leading charity in 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 those that do develop problems receive fast and effective treatment and support.

**GambleAware**  
7 Henrietta St  
London  
WC2E 8PS

**[about.gambleaware.org](https://about.gambleaware.org)**  
**[info@gambleaware.org](mailto:info@gambleaware.org)**  
**+44 (0) 20 7287 1994**