

GAMBLING COMMISSION

Harm minimisation in gambling: Progress and prospects

Sarah Harrison
Chief Executive

**IGRG customer
interaction work**

**GC
gam
screen data**

**GC onli
ing**

**LA test
purchasing
data**

**Health Surv
Scotland**

**Health
Survey
England**

**partic
data**

RGSB draft strategy

**Annual assurance
statements**

**Responsible gambling
advertising including
#gamblesmart
Bad Betty etc**

**ABB social
responsibility
code**

**SENET general
messaging work**

**Other
domestic &
international
evidence**

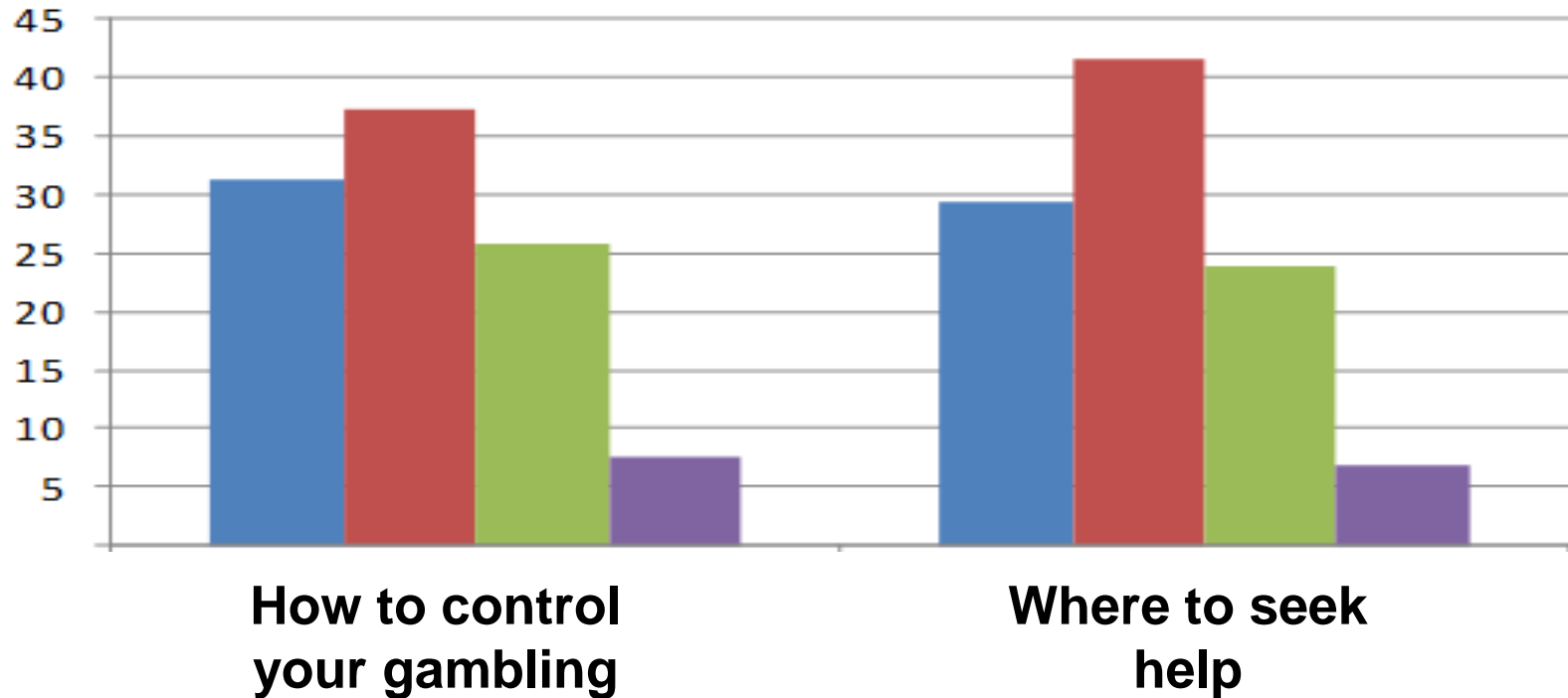
**Multi-operator self-
exclusion schemes**

minin



Awareness and supply of information

■ not aware ■ aware but have not seen ■ have seen ■ have been sent



Gambling management tools



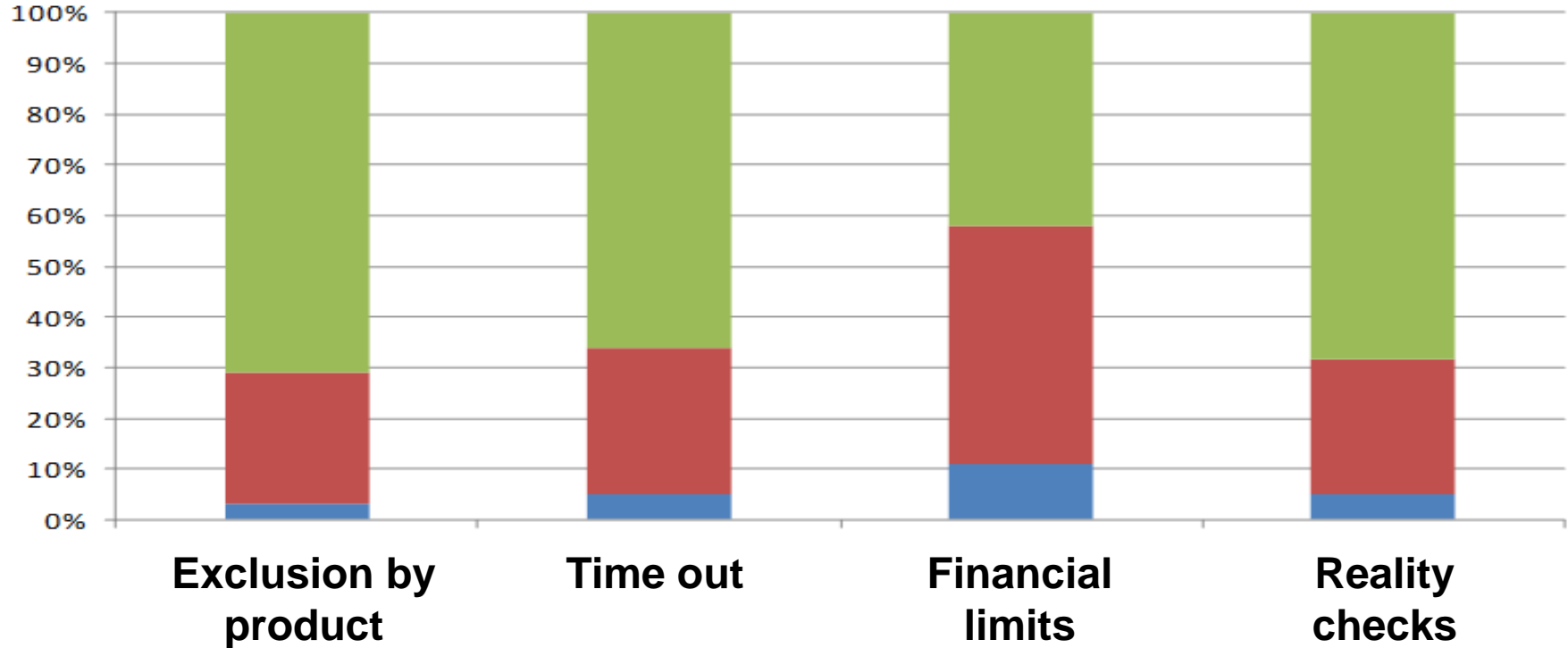
used



aware



not aware



Clarity of purpose

Evaluation

Added value

Customer focus

Transparency