

GambleAware

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ANNOUNCEMENT

GambleAware commissions Ipsos MORI to conduct an evaluation of the Multi-Operator Self-Exclusion Schemes (MOSES)

London, 11 December: GambleAware has commissioned Ipsos MORI to conduct an evaluation of the online and each of the non-remote Multi-Operator Self-Exclusion Schemes (MOSES).

Since April 2016, following a public consultation, the Gambling Commission has required all non-remote operators in the land-based arcade, betting, bingo and casino sectors to participate in multi-operator self-exclusion schemes, in addition to offering their own schemes. The multi-operator schemes were developed and managed by the industry and allow customers to exclude themselves from multiple operators with a single request from that sector.

The evaluation is part of the Gambling Commission's research programme and will provide important evidence as to how the schemes are working and the difference they make.

The evaluation will take a phased approach and this first phase will focus on:

- Research into overall awareness of self-exclusion, MOSES, and barriers to their use
- Preliminary research with MOSES users where sample can be acquired
- Scoping potential approaches and outcome indicators for later phases.

We expect findings to be available at the end of July 2019.

-ENDS-

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NOTES

- GambleAware is an independent charity tasked to fund research, education and treatment services to help to reduce gambling-related harms in Great Britain. GambleAware is a commissioning and grant-making body, not a provider of services.
- GambleAware published a [5-year strategy](#) in November 2016, and in July 2018 published a [Strategic Delivery Plan](#) that sets out how the charity proposes to broaden the range of services and activities it funds, supports and works with between 2018 and 2020.
- Guided by the [National Responsible Gambling Strategy](#), the charity's strategic aims are to: broaden public understanding of gambling-related harms, in particular as a public health issue; advance the cause of harm-prevention so as to help build resilience, in particular in relation to the young and those most vulnerable to gambling-related harms; and help those who do develop gambling-related harms get the support that they need quickly and effectively. For more information, please go to: <http://about.gambleaware.org/>
- The current National Responsible Gambling Strategy was published in April 2016 by the Responsible Gambling Strategy Board (RGSB) and endorsed by the Gambling Commission. GambleAware develops its commissioning plans in collaboration with the RGSB and the Gambling Commission. These arrangements are underpinned by an 'assurance and governance framework' in place since 2012: <http://about.gambleaware.org/media/1216/statementofintent.pdf>.
- Research is conducted under the terms of a 'Research Commissioning and Governance Procedure' agreed between the RGSB, the Gambling Commission and GambleAware: <https://about.gambleaware.org/media/1332/research-commissioning-and-governance-procedure-september-2016-final.pdf>. A revised [RGSB and Gambling Commission research programme](#) was published in September 2018 and sets out priorities for research to be commissioned from 2018 to 2022.
- GambleAware requires a minimum of £10 million annually to deliver its current responsibilities, and looks to all those that profit from commercial gambling to support the charity. This donation-based system was proposed after the Gambling Act 2005 and is prescribed by the Gambling Commission's Social Responsibility Code Provision 3.1.1.(2). The RGSB endorsed GambleAware's £10m funding goal in January 2017: <http://www.rgsb.org.uk/press-releases/responsible-gambling-strategy-board-publishes-assessment-of-the-quantum-of-funding-required-to-deliver-the-national-responsible-gambling-strategy.html>
- GambleAware funds the *Gordon Moody Association*, the *NHS National Problem Gambling Clinic*, *GamCare* and a network of charities across Great Britain to provide a full range of free treatment for problem gamblers and support for those

affected by them. GambleAware also runs the website **BeGambleAware.org** which helps 2.7 million visitors a year, and supports the **National Gambling Helpline – 0808 8020 133**.