

ACCELERATING PROGRESS ON THE NATIONAL STRATEGY TO REDUCE GAMBLING HARMS

**01/ International
Gambling
Research
Evidence Centre**

**02/ Gambling
Data Repository**

**03/ Research
to Inform
Action
Evidence Hub**

**04/ Social
Network
Analysis of
UK Gambling
Academics**

**05/ Credit
Card Rapid
Evidence
Review**

**2020 
GREO
IMPACT
REPORT**

**06/ Customer
Interaction
Trial
Repository**

**07/ On-Demand
Evidence
Exchange Briefs
+ Information
Resources**

**08/ Treatment
Report +
Prevention
and Education
Review Launch**



Welcome to GREO's first Impact Report in support of the National Strategy. Since the announcement of our involvement in July 2019, GREO has played an important role in accelerating progress on the National Strategy to Reduce Gambling Harms in Great Britain.

The Gambling Commission recognised GREO could play an important role in advancing the National Strategy as a globally connected not-for-profit with a comprehensive understanding of gambling and the expertise to quickly and effectively translate research evidence into practical advice.

This report highlights the infrastructures, initiatives and related impacts of our first year working with Strategy stakeholders, including the Gambling Commission to make better and faster progress to reduce gambling harms.

GREO's year one efforts focused on the Research to Inform Action enabler of the National Strategy for the purpose of widening the research base and improving links between research and policy. Together with our partners and key stakeholders, GREO delivered foundational work establishing essential components for evidence-informed action.

This Impact Report is organized to share:

- ① A Year of Impacts
- ② Impacts by Deliverable
- ③ What's Next

Funding for these projects is derived from regulatory settlements in lieu of financial penalties from gambling operators in Great Britain as assessed by the Gambling Commission. The Commission reviews and approves proposals for destinations of regulatory settlements. The monies represent a restricted payment to GREO towards delivery of the National Strategy to Reduce Gambling Harms.

Going forward, GREO will continue efforts on the Research to Inform Action work and, together with key stakeholders, initiate a multi-year programme to mobilise the Evaluation enabler of the National Strategy for the purpose of better understanding what works to reduce gambling harms.

1 A YEAR OF IMPACTS

Let's take an at-a-glance look at the infrastructure and initiatives mobilised by GREO over the last year (2019-2020) alongside the relevant impacts toward the National Strategy's Research to Action enabler, for the purpose of 'Widening the Research Evidence Base' and 'Improving Links Between Research and Policy'.



2020 GREO IMPACT REPORT

National Strategy to
Reduce Gambling Harms

RESEARCH TO INFORM ACTION

Widening the Research Evidence Base

01/ International
Gambling
Research
Evidence Centre



Improving access and support to discover credible research evidence on gambling and its harms

02/ Gambling
Data Repository



Improving access and support for use of research-grade gambling datasets

03/ Research
to Inform
Action
Evidence Hub



A growing collection of resources specific to the National Strategy's Research to Inform Action enabler

04/ Social
Network
Analysis of
UK Gambling
Academics



A clear picture of who in the UK researches what related to gambling and its harms as well as key knowledge gaps

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RESEARCH TO INFORM ACTION

Improving Links Between Research and Policy

05/ Credit Card Rapid Evidence Review



An understanding of credit card use for gambling (land-based + online) and the relationship between credit and gambling harms

06/ Customer Interaction Trial Repository



Increasing capacity to assess the extent industry is meeting commitments to safer gambling

07/ On-Demand Evidence Exchange Briefs + Information Resources



Timely provision of relevant evidence and information in a consumable format for researchers and decision-makers

08/ Treatment Report + Prevention and Education Review Launch



Generating evidence to inform the strategic priorities of the National Strategy

2 IMPACTS BY DELIVERABLE

Now let's dive deeper. On each page that follows are key details related to the infrastructures or initiatives GREO mobilised in support of the National Strategy. Taken as a whole, these pages represent GREO's contributions to date. Each page can also be used as a stand-alone tool to support focused dialogue with partners and decision makers.



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National Strategy to
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RESEARCH TO INFORM ACTION

Widening the Research Evidence Base

01/ International Gambling Research Evidence Centre



Improving access and support to discover credible research evidence on gambling and its harms

2300+

Research Snapshots and Synopses — brief plain language academic summaries

1800+

Specialised Resources — conference papers, reports, webinars, infographics

User Support

Providing bespoke assistance from GREO experts and Custom Content Alerts

To support research dissemination and enable policy makers to take proper account of research, GREO curates and manages the world's largest digital library of evidence on gambling and its harms, the International Gambling Research Evidence Centre:

www.greo.ca/Modules/EvidenceCentre/Search.aspx

Users of the Evidence Centre reach out to GREO with their questions and our team of Information Specialists provides guidance to ensure discovery and access to the credible and relevant evidence related to gambling that will support their knowledge and decision-making needs. The Evidence Centre is here to support:

- » Researchers and Students
- » Decision Makers and Policy Makers
- » Treatment Providers and Educators
- » General Public
- » Government

In the past year (July 2019 to July 2020), we saw a 40% increase in users of the Evidence Centre overall, and a 94% increase in the number of visitors from the UK. GREO will continue to support use of the Evidence Centre by partners, stakeholders, and decision makers in the UK taking action on the National Strategy.

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National Strategy to
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RESEARCH TO INFORM ACTION

Widening the Research Evidence Base

02/ Gambling Data Repository



Improving access and support for use of research-grade gambling datasets

25

In-house gambling
research datasets

81

Curated and linked
international gambling
research datasets

User Support

Providing skilled
guidance to
conduct secondary
data analysis
and create data
management plans

To contribute to a streamlined process for accessing data for research purposes that will accelerate the pace of research and open up access to a broader range of researchers, GREO curates and manages an online Gambling Data Repository: www.greo.ca/en/greo-resource/data-repository.aspx

GREO's Data Repository comprises over 100 data sets — 25 in-house gambling-specific datasets and 81 externally linked gambling data sets from around the globe. The Repository:

- » Prioritises longitudinal and high-quality datasets, shared by government agencies and established researchers
- » Preserves critical information by helping researchers document their dataset and store it in a secure repository
- » Reduces costs and allows researchers to spend more time analyzing data than collecting it
- » Promotes secondary data analysis and open science to foster capacity development and understanding of gambling harms across diverse disciplines

GREO will continue efforts to support use of gambling datasets by researchers and stakeholders in the UK taking action on the National Strategy.

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National Strategy to
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RESEARCH TO INFORM ACTION

Widening the Research Evidence Base

03/ Research to Inform Action Evidence Hub



A growing collection of resources specific to the National Strategy's Research to Inform Action enabler

Focused Hub

Organized to align with the six relevant strategic themes

To provide the infrastructure to collate and disseminate research and assess the impact of research on policy in the UK, GREO built the Research to Inform Action Evidence Hub:

www.greo.ca/en/national-strategy.aspx

Launched in January 2020, this Hub is regularly updated with resources and research projects commissioned as part of the National Strategy (primarily by GambleAware) organised under the strategic themes of the Research Programme in Support of the National Responsible Gambling Strategy (2018 - 2022):

- » Defining, Measuring, and Monitoring Gambling-Related Harms
- » Patterns of Play
- » Changes in Gambling Behaviour Over Time
- » What Works in Industry-Based Harm Minimisation
- » Education and Prevention
- » Treatment and Support

UK Users

Increasing since launch including page views by UK visitors

To date, the most visited sections by users in the UK are *Defining, Measuring, and Monitoring Gambling-Related Harms* and *Patterns of Play*, followed by *Treatment*. Over time the Hub will become a comprehensive evidence base to inform policy and action, including publications from more partners and building a means to assess the impact of research on policy.

User Support

Providing bespoke assistance from GREO experts

2020 GREO IMPACT REPORT

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Widening the Research Evidence Base

04/ Social Network Analysis of UK Gambling Academics



A clear picture of who in the UK researches what related to gambling and its harms as well as key knowledge gaps

284

Articles included
in the final dataset of
the SNA

To inform the creation of the research infrastructure required to underpin and facilitate high quality research and map the needs for future research, GREO conducted a social network analysis (SNA) of academics in the UK.

278

Authors identified
by the SNA who are
affiliated with UK
research institutions

The SNA enhances our collective understanding of who researches gambling, the extent to which researchers share interests and collaborate, and where knowledge gaps exist in relation to definitions and measures of gambling-related harms in the UK. The SNA data includes author, institution, and topic data from UK-based gambling research published over the past ten years (2009 - 2019) and graphically illustrates:

- » The extent to which UK-based research is concentrated on each harm factor
- » Where research on gambling-related harm factors is concentrated in the UK
- » Existing ties to researchers internationally who have expertise in specific areas of harm

UK Network

Visual map showing
UK gambling academic
research collaborators

The SNA builds on similar work that GREO completed which focused on Canada, Australia, and New Zealand — and now layers on international researchers and their ties to UK. A report and plain language summary will be published later this year (2020).

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05/ Credit Card Rapid Evidence Review



An understanding of credit card use for gambling (land-based + online) and the relationship between credit and gambling harms

118

Grey and academic literature sources spanning 10 years

UK

Data sources supporting an analysis of credit card use and gambling patterns

Global

Jurisdictional scan of policies regarding credit card use for gambling

To provide key stakeholders the essential evidence needed to assess impacts of the Gambling Commission's ban on the use of credit cards for gambling in April 2020, GREO conducted a rapid review of evidence focused on credit card use for land-based and online gambling as well as the relationship between credit and gambling harms.

The full final report includes:

- » Evidence from 118 grey and academic literature sources (1999 - 2019)
- » A jurisdictional scan of policies regarding credit use for gambling
- » Analysis of credit card use and gambling patterns using two UK-specific data sources

The review informed the evidence-based evaluation of the recent ban on use of credit cards for gambling and its findings will continue to inform the Gambling Commission's evaluation of the ban's outcomes. The evaluation will ensure key stakeholders can understand the impact of the change, including intended and unintended consequences.

The [full report](#) + [plain language summary](#) are available online.

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Improving Links Between Research and Policy

06/ Customer Interaction Trial Repository



Increasing capacity to assess the extent industry is meeting commitments to safer gambling

68

Remote gambling operators were contacted

To support the creation of processes for gambling operators to collaborate to prevent harm and facilitate safer gambling, GREO created a trial online repository where operators could share data and resources about their customer interaction policies and practices.

38%

Gambling operators (26) voluntarily submitted their resources

Customer interaction is the way in which gambling operators identify and interact with people who are believed to be at risk of or experiencing gambling-related harm. The aim of building a trial repository was to build and test a digital infrastructure to establish a protocol, as well as explore the feasibility of use by operators that would ultimately inform a decision about whether a repository is worth pursuing at a broader scale.

20

participants were privately-owned companies

Gambling operators were encouraged to share data and resources about their customer interaction policies and practices. The project demonstrated that there is an appetite for sharing with and learning from other operators regarding customer interaction, given the level of participation by operators and the robustness of their submissions. A full report and plain language summary will be published in the autumn (2020).

GREO seeks to maintain the data collected and explore additional products to share learnings from this pilot initiative.

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07/ On-Demand
Evidence
Exchange Briefs
+ Information
Resources



Timely provision of relevant evidence and information in a consumable format for researchers and decision-makers

Timely Topics

Signaling the production of 7 Evidence Exchange briefs in the last year

To support decision makers' use of research evidence to inform policy on key and emerging issues to make gambling safer, GREO creates Evidence Exchange briefs based on user identified topics and questions as well as time sensitive resources.

This past year GREO produced Evidence Exchange briefs providing quick and rigorous summaries of the research evidence on:

- » Responsible gambling on regulated and unregulated online gambling sites
- » Scratch card near-miss outcomes
- » Self-exclusion
- » Proportion of revenue from problem gambling
- » Stigma and gambling
- » Warning labels and messaging for youth gamblers
- » Systems of funding for gambling research

UK Focus

For research newsletters profiling UK authors' work

GREO launched the 'What's New in Gambling Research' newsletter published in [January](#) / [March](#) / [June](#) of 2020, disseminated to 240+ UK and International gambling-focused researchers and key stakeholders. GREO also created [Resources for Safer Gambling During COVID-19](#) available online.

COVID-19 +Gambling

up to the minute research on key topics to address gambling harms during the COVID-19 crisis

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Improving Links Between Research and Policy

08/ Treatment Report + Prevention and Education Review Launch



Generating evidence to inform the strategic priorities of the National Strategy

10

Key areas of evidence for treatment and support for gambling and its harms

To make known the critical evidence that will inform the two strategic priorities of the National Strategy — Prevention and Education, and Treatment and Support — GREO is conducting comprehensive reviews on these topics to inform decisions about activities and investments to reduce harms.

160

Unique articles and reports included in the treatment and support review

A Rapid Evidence Review on treatment and support for gambling problems was produced to better understand what forms of gambling treatment work best, for whom, and why. The report consolidates the evidence base around: Cognitive Behavioural Therapy / Motivational Interviewing / Remote and Self-Help Interventions / Helplines / Treatment Involving Concerned Significant Others / Residential Treatment / Pharmacological Treatments / Brain Stimulation / Gamblers Anonymous / Emerging Treatment Modalities. The [Rapid Evidence Review](#) is available online.

Robust Protocols

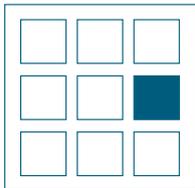
Based on PRISMA systematic review guidelines modified for rapid reviews

GREO, together with key stakeholders and international experts, has also launched a Comprehensive Review of Prevention and Education interventions to support a better understanding of what interventions are more and less effective and whether some may have unintended consequences. This work will address universal, selective, and indicated measures and will be completed in early 2021.

3 WHAT'S NEXT

Thank you for reading GREO's first Impact Report. We are excited to continue work on the Research to Inform Action enabler and launch work to accelerate progress on the Evaluation enabler of the National Strategy. Please take a look on the pages that follow to see what we have planned for the remainder of 2020 and into 2021.





RESEARCH TO INFORM ACTION

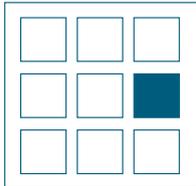
GREO will continue to bring the information infrastructures we've cultivated over the last 20 years together with our gambling expertise and skills in evidence assessment and synthesis to support the National Strategy's Research to Inform Action enabler.

Building upon the previous year's work, for 2020 - 2021 we will be focusing on:

- Demonstrating the collective impact of the National Strategy by bringing together assets created by partners and stakeholders — such as reports, studies, and tools — and making these available through the Research to Inform Action Evidence Hub
- Accelerating evidence-informed action by creating learning and engagement processes that support coordinated, cross-sector efforts toward common goals identified through the work of the National Strategy
- Strengthening the research infrastructure in the UK by advising on the creation of information and data management plans and improved practices that deliver efficiencies and deeper insights
- Facilitating uptake of critical evidence by providing all National Strategy partners and stakeholders on-demand evidence synthesis and information tools, including Evidence Exchange briefs, Research Snapshots, content alerts, newsletters, and more
- Promoting research that addresses key gaps identified through the work of the National Strategy by coordinating funding for open-access journal articles and secondary analysis of datasets



Want to find out more, or work with us to make an even greater impact toward the National Strategy to Reduce Gambling Harms in Great Britain? Reach out to the GREO Team at: info@greo.ca



EVALUATION

GREO will support the National Strategy's Evaluation enabler by carrying out a multi-year programme that builds the evaluation capacity of stakeholders and partners so that together, we can improve our understanding of what works by ensuring we assess and demonstrate the effects of our efforts.

For our first year supporting this enabler (2020 - 2021), we will be focusing on:

- Promoting access to the best evidence for evaluation approaches by curating a collection of best practices and evaluation tools and sharing with National Strategy partners and stakeholders through an Evaluation Evidence Hub
- Identifying evaluation needs as they emerge by creating the infrastructure for partners and stakeholders to deposit evaluation data as a feature of the Evaluation Evidence Hub
- Exploring our collective understanding of what works, for whom, and why to reduce gambling harms by providing structured support by way of the National Strategy for partner and stakeholder evaluation planning and being available for implementation
- Strengthening the research infrastructure in the UK by conducting stakeholder consultations and environmental scanning to inform the development of a strategic framework that will guide efforts to address identified gaps



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