

Minutes of Meeting

First Round of Inquiry Sessions of the Fixed Odds Betting Terminals All Party Parliamentary Group's Inquiry: "Assessing the Impact of a delayed implementation of a £2 stake"

Date: Tuesday 17th July

Time: 9.00am

Location: Room S, Portcullis House

Chair: Carolyn Harris MP

Minutes taken by: Tosin Adedayo, Interel UK

Evidence Heard From:

Session 1

Rokhsana Fiaz OBE, Mayor of Newham Council

Session 2

Tim Miller, Executive Director, Gambling Commission

Session 3

Josephine Holloway, Gambling with lives

Liz Ritchie, Gambling with Lives

Charles Ritchie, Gambling with Lives

Terry White, Former FOBT Addict

Matt Zarb-Cousin, Former FOBT Addict

Public Meeting – Session 1, 9.00am – 9.30am

- **Carolyn Harris MP (Chair)** began the evidence session of the APPG by welcoming and thanking all the witnesses, Ronnie Cowan MP and Iain Duncan Smith MP, and members of the public for attending.
- **Carolyn Harris** set out the format for the meeting and explained that the APPG is holding these sessions following the news that the implementation of a £2 maximum stake on Fixed Odds Betting Terminals may potentially be delayed until April 2020. She added a delay in implementation is 'unacceptable' and that the group will be campaigning for an immediate implementation, no later than April 2019 and the group will be publishing a report on this based on the evidence gathered in this inquiry. The intention of this session was to hear from Newham Council from on the impact of a delayed implementation on local authorities. The Local Government Association were also meant to give evidence in this session but were unable to attend due to unforeseen circumstances and will appear at a later date.
- **Carolyn Harris** began by asking the **Mayor** to give an opening statement on the debate on Fixed Odds Betting Terminals.
- **Rokhsana Fiaz** began by stating that the most important aspect of the debate were the lives and families who have been devastated by the effects of FOBTs far more than the retail and economic arguments. She said that that this was her 11th week as the Mayor of Newham and gave tribute to the work of her predecessor, **Sir Robin Wales**, on his contribution to the campaign for stake reduction. She said that these machines were fuelling crime and anti-social behaviour in Newham which is in turn damaging the high street. She added that the announcement of the £2 stake was a welcomed relief to Newham residents and the implementation of a £2 stake will help transform lives. She thanked the coalition partners in the campaign for their hard work. She added that the campaign is now in a new phase and will be demanding for an immediate implementation.
- She added that:
 - £20 million is lost by Newham residents every year on FOBTs usually by those who are least able to afford it.
 - Newham Council is the 25th most deprived local authority in England and yet has over 80 bookmakers.
 - The MoneyWorks programme to help residents in financial hardship has seen that majority of the cases it handles has an element of gambling in it.

- Police are called to bookmakers 1.2 times a day as a result of violence and anti-social behaviour.
 - Figures by the Local Government Association, shows that people stand to lose £3bn between now and April 2020 if the implementation of a £2 stake is delayed.
 - Should the Treasury delay the implementation, they would collaborating with the irresponsible part if the gambling Industry. This would be a betrayal and prevarication.
- **Carolyn Harris** thanked her for remarks and asked if she agreed with the Gambling Commission that local authorities were not using the current powers they have effectively to deal with the issue around the proliferation of bookmakers.
 - **Rokshana Fiaz** said that local authorities were doing the best they could given the constraints on their powers. They are hamstrung in their ability to tackle to tackle the clustering of betting shops and more powers were need in order for them to retrospectively react.
 - **Ronnie Cowan MP** asked if local authorities had the powers to revoke planning licenses of bookmakers.
 - **Rokhsana Fiaz** said they were not. They had 8 cases where the planning inspectorate ruled against Newham and as such currently there are no laws that would allow local authorities revoke planning licenses.
 - She proposes that the Gambling Act 2005 is amended to include new powers that would allow bookmakers lose their license on grounds of causing public nuisance and being a risk to public health.
 - **Carolyn Harris MP** asked if data on the number of smashed machines in Newham would help future cases against bookmakers.
 - **The Mayor** said it would and would also be useful to the police.
 - **Carolyn Harris** asked what kind of crimes that police were being called out to address.
 - **Sam Hunt** said the crimes varied but included, loitering, violence against persons and machines, theft and anti-social behaviour.
 - **Iain Duncan Smith** said that he had been involved in revoking planning licenses and asked if Newham Council has the power to stop new planning licenses and licences up for renewal.
 - **Rokshana Fiaz** said that Newham has tightened its regime on granting planning licenses. The issue however is dealing with pre-existing shops. Newham currently has over 81 shops this have been opened over the

past 10-12 years and on the 8 occasions they have challenged the planning licenses they have lost.

- **Carolyn Harris** asked if Newham is a market for money laundering.
- **Rokhsana Fiaz** said it was difficult to say as it has not been investigated at length but she is happy to looking into the area. She said it was not a priority area for Newham and perhaps other groups were better placed at looking in to it.
- **Iain Duncan Smith** asked if the police supported the local authority's 8 cases.
- **Rokhsana Fiaz** said they did.
- The MPs asked whose job it was to revoke the planning licences. At this point **Carolyn Harris** asked **Tim Miller** to join the witnesses.
- **Tim Miller** said that the job of the Gambling Commission as the national regulator is to grant licenses to bookmakers as an entity and not single shops. He added that local authorities were not utilising the powers they currently have, effectively. For example, they do not carry out inspections of betting shops as often as they should. He said that this would help strengthen their argumentation for greater powers.
- **Carolyn Harris** thanked the Mayor for her time and said the group looked forward to working with Newham on the campaign for immediate implementation.

Public Meeting – Session 2, 9:30am – 10am

- **Carolyn Harris MP (Chair)** began the second evidence session of the APPG by welcoming and thanking Tim Miller for appearing before the group and noted that they she and Iain Duncan Smith met with him earlier in the year to discuss the Gambling Commission's advice to DCMS following its publication.

Carolyn Harris set out the format for the session and explained that the APPG is holding these sessions following the news that the implementation of a £2 maximum stake on Fixed Odds Betting Terminals may potentially be delayed until April 2020. She added a delay in implementation is 'unacceptable' and that the group will be campaigning for an immediate implementation, no later than April 2019 and the group will be publishing a report on this based on the evidence gathered in this

inquiry. The Intention of this session is to hear from the Gambling Commission on its assessment of the timescale of implementation.

- **Carolyn Harris** began the meeting by asking Tim Miller to give an opening statement.
- **Tim Miller** said that in the two years he has been at the Gambling Commission, the most powerful argument for stake reduction on Fixed Odds Betting Terminals are the stories from the families of those who have lost their lives as a result of these machines. Their stories shows the human impact not just to individuals but to communities.
- **Tim Miller** said that bookmakers should not view a delay as an opportunity to 'take their foot off the pedal'. It should not be seen as a good thing. A delay should not be seen as an excuse for bookmakers not to take their responsibilities seriously.
- **Carolyn Harris** noted that there have been evidence of bookmakers strongly encouraging their staff to remind customers that the £2 maximum stake had not been implemented yet. She asked if the Gambling Commission would take action if evidence was presented.
- **Tim Miller** said it would and that some examples have already been referred to them, which they have been looking into.
- **Iain Duncan Smith** asked to what extent has the Gambling Commission been in discussions with DCMS, HMT or the industry on the implementation period and if the Gambling Commission itself taken a view on the timescale required to deliver the new stake limit.
- **Tim Miller** said that the Gambling Commission had not had any discussions on the implementation period with the Government. He said that the Association of British Bookmakers had written to him requesting a meeting to discuss the implementation period and the impact on the industry, which he declined. The Gambling Commission itself has no view on the timescale as it chose not to look at the requirements needed to bring in the stake reduction when publishing their advice; as it inevitably would have lead to them looking at the impact of stake reduction on the bookmaking industry and they did not want that to influence their advice. In their advice they recommended a substantial stake reduction as one the requirements to address the harm caused.
- **Tim Miller** set out the process of implementation :
 - The machine manufacturer would make changes to the software
 - Those changes would then be independently evaluated by testing houses that are licenced. The question of testing house capacity then arises at this point but that is one for them.

- The industry and Government then need to see if there are other things the industry needs to set in place ahead of the reduction.
- He said that the Gambling Commission's advice is that a substantial stake cut was required to address the harm that has been identified with these machines and until that stake cut has been put in place, the risk of harm remains.
- **Iain Duncan Smith** then asked that since the Gambling Commission's advice is to substantially reduce the stake, would it not be a good idea to look at the implementation period and say to the Government that the delay would leave people at risk to harm consistent to their advice. He also asked if the Gambling Commission would undertake a review into the time required to implement the £2 stake.
- **Tim Miller** said he was not sure it would be the right way for the regulator to address this. Their advice is clear that a stake cut is imperative to reduce the harm caused by the machines. As the regulator their focus is on how their powers should be used to tackle the issue of harm.
- **Iain Duncan Smith** that the regulators role in this should be to set out to the betting industry what would be a reasonable timescale to implement what the Gambling Commission recommended in its advice.
- **Tim Miller** said that the stake reduction is just one of the recommendations put forward and there are other measures within their advice. They are acting within areas their powers sit and looking if the Gambling commission were to take a review into the implementation period there is a risk that there focus might be divided.
- **Carolyn Harris** asked if the Gambling Commission would write to the Government supporting the APPG's call for an immediate implementation
- **Tim Miller** said he was unable to speak on behalf of the Commission's board. They have been clear in their advice on the requirement for stake reduction, if it is not in place, the problem will persist. He added that if bookmakers are genuinely committed to reducing harm, there is no reason the industry has to wait to reduce the stake.
- **Iain Duncan Smith** said that the Gambling Commission has the power to nudge the bookmaking industry and ask for the reasons why they are unable to reduce the stake until the implementation date has been set.
- **Tim Miller** said that as a public body he had some reservations about this. In the Gambling Act 2005, Parliament clearly separated the functions between the Gambling Commission, Government and local authorities and asking the industry to implement immediately would be seen to be disrespecting that separation of powers. However, they will continue to be clear with the industry to take more actions around harm

and the stake cut is one element of that. If the Gambling Commission only focuses on stake cut there is a risk that the industry will not take on board the other measures.

- **Iain Duncan Smith** asked if he could write to the bookmakers to reduce the stake as soon as possible to reduce the risk of harm following the Government's announcement.
- **Tim Miller** said the Commission could do that. The sooner the new stake is implemented, the sooner the harm will be addressed. The concern is if the regulator states that the industry must reduce the stake, there is an expectation that there will be consequences if they do not and on this occasion the regulator has no powers to take action if they do not.
- **Carolyn Harris** asked if Tim Miller would commit to writing to the bookmakers asking them to voluntarily reduce the stake.
- **Tim Miller** said he cannot commit to it but would certainly discuss this with the Gambling Commission board.
- **Carolyn Harris** said the APPG has written to all the major bookmakers asking them to voluntarily reduce the stake and the bookmakers who have responded so far, have refused. Carolyn Harris asked if **Tim Miller** would at least commit to writing by September.
- **Tim Miller** said he would.
- **Carolyn Harris** thanked **Tim Miller** for appearing before the group.

Public Meeting – Session 3, 10:00am – 10:45am

- **Carolyn Harris MP (Chair)** began the third evidence session of the APPG by welcoming and thanking **Josephine Holloway, Terry White, Matt Zarb-Cousin** and Charles and **Liz Ritchie** for appearing before the group.

Carolyn Harris set out the format for the meeting and explained that the APPG is holding these sessions following the news that the implementation of a £2 maximum stake on Fixed Odds Betting Terminals may potentially be delayed until April 2020. She added a delay in implementation is 'unacceptable' and that the group will be campaigning for an immediate implementation, no later than April 2019 and the group will be publishing a report on this based on the evidence gathered in this inquiry. The Intention of this session is to hear from the parents who had lost their children as a result of their addiction to FOBT and former FOBT users.

- **Carolyn Harris** began the session by asking **Matt Zarb-Cousin** to give an opening statement.
- **Matt Zarb-Cousin** began by sharing his story with the group.
 - He said that he had lost £20,000 on FOBTs by the age of 20 and took him a number of years to get back on his feet.
 - He said the addiction had a massive impact on his life, although it was not about the losses for him but rather the impact on his mental health.
 - He further said that he had suffered from depression for many years after he stopped gambling and noted that this was an area worth considering when discussing gambling related harm.
 - He said losses are only useful for measuring harm.
- **Carolyn Harris** asked **Terry White** to share his story with the group.
- **Terry White** started by describing himself as an ex-FOBT addict.
 - He said the word addict is used deliberately so as to highlight that he is not a problem gambler.
 - He said that FOBTs were very dangerous whether they were played in a betting shop or online. The online sector is very dangerous and needs to be looked at.
 - He added that the operators' behaviour towards the customers and staff is distasteful and they are not listening to fact that a £2 stake needs to be implemented immediately.
 - He has been told by industry insiders, as he used to work in the industry, that the technical changes could be made within two months. As if the stakes were to be increased, these changes would have been made within days.
 - He added that due to clustering, he has noticed underage gamblers in betting shops and operators are not carrying out age verification tests and councils are not inspect these premises.
 - **Mr White** added that at the height of his addiction, he attempted to take his own life by taking an overdose as the mental health impact of the addiction is far reaching.
- **Iain Duncan Smith** asked Mr White how much he lost during his addiction and what his vocation was.
- **Mr White** responded that he lost a quarter of million pounds and he said he accrued the money as a professional poker player and gambler. He added that these machines were casino-style machines that should not be in betting shops. He noted that the 20 second spin cycle on the machines had a damaging effect particularly with the repeat button that can see players lose up to £300 with 60 seconds. In a casino, it is 2 minutes between spins which allows the gamblers to calm down, stopping the dopamine from kicking in.

- **Iain Duncan Smith** asked **Terry White** why he stopped gambling
- **Mr White** said he ran out of money after losing £41,000 in an afternoon in a Ladbrokes betting shop. Although he went in with £1,000 cash, he went to the staff at the counter 8 times asking for £5000 on his card each time.
- He noted that the staff did not intervene at any point to ask if he had a gambling problem.
- **Iain Duncan Smith** asked how long he was in the shop and if he did anything other than the FOBTs.
- **Mr White** said this was over 6-7 hours and he was at the machines the entire period.
- He suggested that the Gambling Commission should look at the Malta and the responsible gambling measures they have put in place.
- **Iain Duncan Smith** asked **Mr White** if there were other people in the betting shop when he was there and roughly how long were they on the machines.
- **Mr White** responded that there were and they spent a minimum of 30 minutes to an hour on the machines. For problem gamblers, there is always a reason to have another spin, either to chase the losses or to win more money. In a 30 minutes session, a gambler could have had 90 spins on a FOBT, whereas in a casino it would have taken 2 hours.
- He also added that he had evidence of staff being given bonuses when gamblers lose.
- **Carolyn Harris** asked **Matt Zarb-Cousin** and **Terry White** if they are able to visit a bookmaker.
- **Terry White** said he cannot whilst **Matt Zarb-Cousin** said he could.
- **Mr Zarb-Cousin** added that most gamblers will begin playing a FOBT at the lowest stake level and gradually increase their stake level as they become more desensitised to the machines. The stake reduction would help eliminate the addictive roulette content and will limit the capacity of the machines to introduce players into a higher range of gambling, which is not within their affordability.
- **Carolyn Harris** noted that there was another FOBT user who was meant to appear before the group, he however, had unfortunately relapsed.

- **Terry White** also added that he worked with a gambling addiction charity in Cardiff called the Living Room and they concerned with the amount of gambling addiction.
- **Carolyn Harris** asked **Josephine Holloway** to share her story with the group.
- **Josephine Holloway** said that her son **Daniel Clinkscates** had taken his own life on 12th October 2017. The coroner's office were perplexed by the suicide as he seemed very successful and asked if she knew what the cause of the suicide might have been. Ms Holloway told the coroner her son had a gambling problem for years. She was told by the coroner that the problem would not be included on his death certificate as a cause of death.
- **Ms Holloway** added that if these deaths are not recorded as having being caused by gambling, there is no way to ensure, the Gambling Commission, the Government and the public are made aware of this issue. The harm done to the individuals and families cannot be assessed.
- She added that her son was young and vulnerable when he started to gamble. The only help she could find for him 18 years ago was gamblers anonymous and was told that if left untreated gambling addiction could lead to suicide.
- She said there is a view that gambling addicts are flawed, greedy and weak and as such the cause of the problem was not looked at and the onus is always left to the addict to take responsibility for their own actions.
- Her son lost £10,500 on a session, although he was a high rate taxpayer, he was losing all his money to gambling and borrowing money from payday loan companies. It was a hidden addiction.
 - In April 2017 in Sheffield, a young man takes his own life in a gambling related suicide.
 - In September 2017 a young man from East Sussex, takes his own life in a gambling related suicide.
 - In October 2017, Daniel Clinkscates takes his own life in a gambling related suicide.
 - In November 2017, another young man from Sheffield takes his own life in a gambling related suicide.
- In May 2018, a source close to the Gambling Commission told **Ms Holloway** that close to 2 million people were now addicted to gambling and the self-referral system is the only way for these individuals to get help and less that 1% of them will be seen.

- **Ms Holloway** concluded that the impact of any delay in implementing the £2 stake is absolutely clear, for addictive gamblers these machines have been and will continue to be devastating. A delay could lead to many more suicides and create more addicts. The machines need tough controls and regulations.
- **Liz Ritchie** introduced herself and said her son Jack, took his own life in November 2017 and since then, they have set up a charity called Gambling with Lives. The charity is currently in contact with 20 families whose relatives have taken their lives as a result of FOBTs.
- She added that up until now, the voices of families impacted by the machines have not been heard. The statement that the bookmakers have blood on their hands, it true. The UK is the only country that allows these machines on its high street. It is a corruptive and neurotic state that puts money and profit before the lives of children and young people, allowing them to be corrupted by the machines.
- **Ms Richie** said Jack was 17 when he walked into a bookmakers with a group of friends in his lunch hour at school and they gambled with their dinner money, sometimes going hungry in order to gamble. It became normalised.
- She said he fell into the classic pattern of an addict as he had a big win when he first began gambling, win £500 on two successive spins. He went back after school to collect £1,000 in cash, unknown to his parents.
- She said they monitored vices such as drugs and alcohol but did not occur to them that gambling addiction was a possibility that could create a life-threatening illness.
- She added that the UK now has a generation of usually, young man who are susceptible to gambling addiction. Even if FOBTs were eradicated the effect on mental health will still linger leading to damaging consequences in the future. There is an pending public health crisis and nothing seems to be done.
- **Charles Ritchie** added that Jack received an £5,000 from his grandmother, which gave him the ability to carry on gambling unlike his friends.
 - He said they discovered his gambling habit after a year and worked together with him to help him. They self-excluded him from all the bookmakers in Sheffield, which showed his desperation.
 - He added that unbeknownst to his parents, Jack almost immediately went online and started gambling at very small

amounts of money. Over the course of his life, Jack did not lose more than £13,000 in 7 years. He had his first major slip at university when he received his student grant. When his parents discovered it, they purchased some self-exclusion software for his computer. He was gambling free for a year.

- He also said they had no idea of the complexity and seriousness of the addiction. He had a major relapse when he got his first graduate job and was then able to apply for loans and credit cards. His parents were not aware that he was gambling again.
- **Liz Ritchie** said that gambling is an intermittent addiction and this is not understood.
- **Matt Zarb-Cousin** added that there is a new phenomenon called 'Binge gambling', facilitated by newer types of gambling products particularly FOBTs and online where gamblers can bet continuously. In the past in order to bet a hundred times, punters would have needed to watch a hundred races which would have taken hours. Now this can be done within half an hour.
- **Liz Ritchie** said the language needs to be changed as the addicts do not 'fall off the wagon' but are targeted by bookmakers. Even when addicts have self-excluded, they become targets to the bookmakers because they are individuals the bookmakers know will binge and chase their losses.
- **Carolyn Harris** asked that if she was referring to direct marketing advertising.
- **Liz Ritchie** said she was referring to individuals who had self-excluded but yet received emails and pop-ups from bookmakers. Jack was free for seven months before he died. They are not aware of what triggered his suicide as they have not been able to access his computer yet but suspect he had received a 'pop up', email or free gift of some kind to trigger his habit.
- **Iain Duncan Smith** asked if Jack was gambling exclusively on FOBTs.
- **Charles Ritchie** said initially he was, until his parents self-excluded him from all the bookmakers in the city and then he went online. He then mainly gambled online on the same sort of game with exactly the same processes.
- **Iain Duncan Smith** asked what his vocation was.

- **Liz Ritchie** said he did studied History at University. He worked at Capita as a graduate. He resigned from the job to take part in an NCVO programme and went to Kenya on a voluntary work project and travelled teaching English as a foreign language in Vietnam.
- **Iain Duncan Smith** asked what his income at the time he took his life.
- **Charles Ritchie** said he was earning around £1000 upwards which was a substantial amount of money in Vietnam. He turned his life around in the last 18 months of his life and wanted to do something more fulfilling and satisfying with his life, this is why he left his graduate job in London and started volunteering.
- **Liz Ritchie** said Jack loved life and his death was not as a result of a gradual decline and this a very familiar path for the other young men who have taken their lives as a result of gambling addiction.
 - She said he had gambled on 15 separate occasions in the 18 months before he died. His suicide was a shock and surprise to his family.
 - She said in his suicide note he wrote that he had been gambling all day and his parents have since been able to discover that he spent his last day gambling. At this point he was incapable of making a rational decision. He was on his way to work that evening and had set out with his teaching materials and was in an Uber which took him past the rooftop restaurant where he had been before. He went to restaurant, ordered a drink which he did not finish.
 - She said he wrote them a note and sent them an email. Jumped over the high barriers, face inwards and throwing himself backwards from the sixth floor.
- **Iain Duncan Smith** asked how much he had lost that day.
- **Liz Ritchie** said he lost no more than £2,000. A common misperception is that the addiction is about money and it very rarely is. The machines are addictive and the high dopamine release affects their decision making capabilities making them chase their losses, increasing risk taking. The FOBT content in the betting shops is the same as online.
- She said his note was full of self-loathing with a feeling that he could never get better.
- She added that there is a normalisation of gambling in our society. The language of problem gambling, of responsible gambling means that the people who are gambling feel like they are flawed. These are sacrificial deaths.

- **Iain Duncan Smith** asked if Jack was in any way addicted to anything other than gambling.
- **Liz Ritchie** emphatically said he was not.
- **Charles Ritchie** said that whilst research might show that some groups of people are susceptible to addiction, without a doubt all of the young man in Gambling with Lives were very normal, ordinary. They were not troubled.
- He added that neither Jack or his parents had any inkling of the risk gambling posed. Gambling is an hidden addiction, and gambling related suicide is invisible.
- **Charles Ritchie** said he was appalled on discovering the gaps in knowledge when it comes to gambling related suicides. Gambling with Lives figures shows that 250-260 deaths per year are related to gambling. Whilst this might not be an accurate figures but there is no awareness of the number of deaths caused by gambling.
- **Liz Ritchie** said the charity will be launching a publicity campaign in the autumn warning parents of the dangers of gambling. If they had been warned, Jack would still be alive.
- **Iain Duncan Smith** asked why gambling addiction appears to be a male problem.
- **Terry White** said that because of the work he does, he has seen that gambling addiction among women is on the increase. Women tend to be more ashamed about their problem.
- **Carolyn Harris** said that she also receives messages from women with this problem.
- **Liz Ritchie** added that bookmakers were deliberately abusing the natural development of young men. Their natural desire to compete, win, take risks, to be a hero...these are natural masculine attributes society rewards.
- **Matt Zarb-Cousin** further said that gambling addiction is unique in that it is the only addiction whereby addicts can convince themselves that carrying on with the activity will help them win their way out of the problem. That is the dangerous aspect that fuels the delusion, rationalising the behaviour.
- He added that a young person's brain is not fully developed until they are 22 and therefore susceptible to forming long lasting habits at that stage.

- **Liz Ritchie** said that problem gambling is created in order to make money and is not a natural occurrence.
- **Ronnie Cowan** asked **Charles** and **Liz** to explain how Jack was targeted after self-excluding.
- **Charles Ritchie** said they have evidence of instances where people who have self-excluded and stopped gambling are enticed back through post, email and pop ups. The widow of one of the young men who died was contacted by the bookmaker he gambled with saying they hadn't heard from him in a while and sent him two bottles of champagne through the post.
- **Carolyn Harris** said she had also received emails about this and had evidence of targeted emails to invite them to gambling.
- **Tim Miller** said the Gambling Commission took action in an incident last year where an individual who had self-excluded was sent marketing emails by the bookmaking companies. The difficulty is dealing with pop-ups that appear as a result of browsing history.
- **Charles Ritchie** said that Jack had bought the self-excluding software which only excludes the individual on their machine. He bought it on the Sunday before he passed away and it either didn't operate on his machine or he was able to gamble online via other devices. There needs to be a precautionary approach to this problem.
- **Terry White** added that it is irresponsible and reprehensible for bookmakers to contact individuals who have expressly asked to be self-excluded, by advertising other gambling options on the phone and via other means.
- **Liz Ritchie** said it would be helpful if it were no longer referred to as responsible gambling or problem gambling. It causes the addicts to feel that they are the problem and this feeling can led to suicide. They can be referred to as gambling addicts or people harmed by gambling.
- **Carolyn Harris** concluded by saying she had also lost a son, although under completely different circumstances, but she understands the pain the families are in and the anger they feel.
- She said the APPG have only concentrated on FOBTs as it's the issue that was brought to their attention. There is appetite for the group to look into other forms of gambling but not until the £2 stake is implemented.

- **Carolyn Harris** said the Treasury were invited to the session to hear the stories from the families, to broaden their horizon to the consequences of gambling.

Conclusions

- **Carolyn Harris** concluded the session by thanking those who had attended and to the families for sharing their story with the group.

Next Meeting

The next meeting of the group will be on 5th September, and will seek to hear from Ministers in DCMS and the Treasury.

Meeting concluded at 10.50am

External Guests

- Tosin Adedayo, Interel UK (Secretariat)
- Katherine Morgan, Interel UK (Secretariat)
- Holly Ramsey, Interel UK (Secretariat)
- Sam Hunt, (Newham Council)
- Lauren Beadle, (Lord Chadlington's Office)
- Frankie (Stephen Timms MP's Office)
- Jo Lloyd, (Carolyn Harris MP's Office)
- Eleanor Campion (DCMS)
- Daniel Bliss, (Gambling Commission)
- Jack Eddy, (London Councils)
- Zainab Ajalo, (Newham Council)
- Alison Potter, (Newham Council)
- David Altaner, (Gambling Compliance)
- Simon Thomas (Hippodrome Casino)
- John White, (BACTA)
- Elizabeth Speed, (Novomatic)
- John Steridges, (Electrocoin)
- Luke Cheadle, (National Casinos Forum)
- Derek Webb, (CFG)
- Jimmy Thomas, (Hippodrome Casino)
- Leslie Macleod Miller, (LMM Associates)