

Work programme 2019-2020 Responsible Gambling



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1. Introduction

The commitment of the Directorate General for the Regulation of Gambling, hereinafter DGOJ, to protecting vulnerable groups through **responsible gambling** has been witnessed in various initiatives developed since the creation of the Directorate General. In July 2013, and as a first milestone, with the support of members from the Responsible Gambling Advisory Board, hereinafter CAJR, the DGOJ approved the Responsible Gambling Strategy (EJR).

In 2018, after almost five years since the aforementioned Strategy was put forward, the DGOJ considers it appropriate to renew it through its Responsible Gambling Programme, whose implementation coincides with the institutional strengthening of CAJR's role as an advisory working group within the Directorate General on issues of responsible gambling.

Said "**Programme**" was drafted according to the philosophy of **prevention, awareness and information**, the development of projects derived from the strategies within each of the three priority areas (**Analysis and Diagnosis, Participant Protection and Outreach Initiatives**), as well as the structural line related to the proper **implication of various social and institutional agents and building partnerships with them**, and it is necessary to address it through annual Action Plans.

To identify the different projects that the **Responsible Gambling Programme** considers their development to be a priority, the various published studies in relation to the online gambling preferences and consumption habits of Spanish society have been taken into account, as well as the need to include projects in each and every priority area.

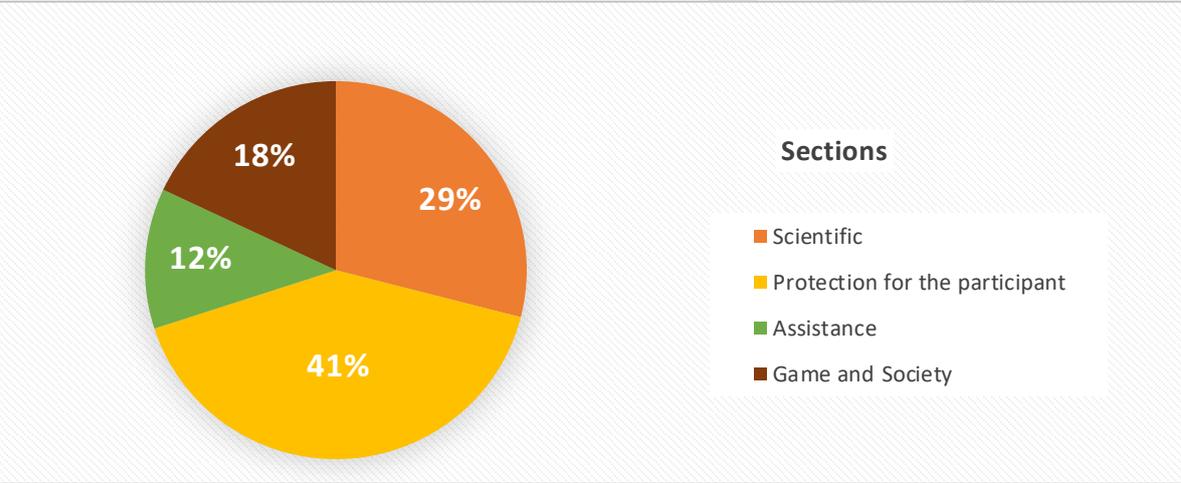
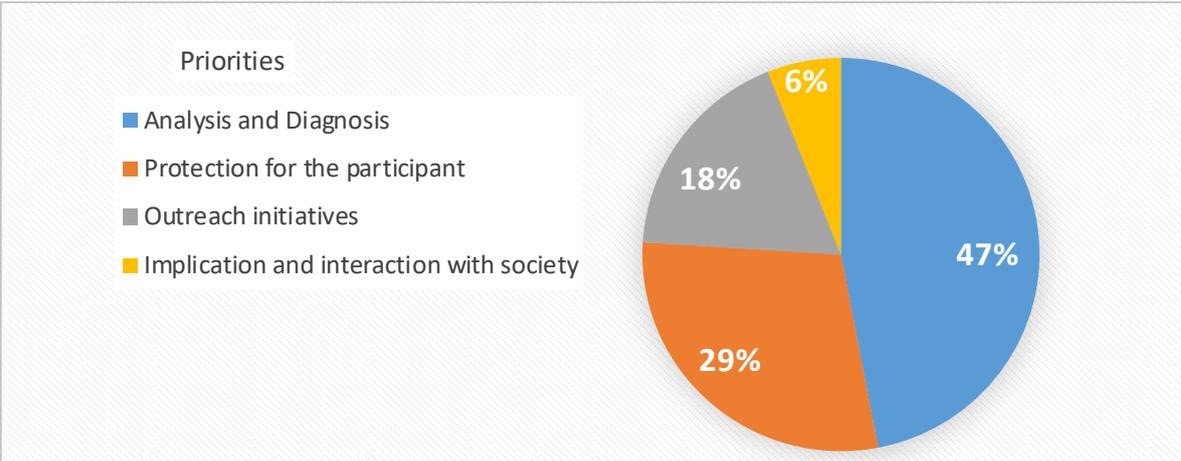
This document is therefore intended to approximate the responsible gambling initiatives to be developed in the period indicated; a flexible approach that in any case will be nurtured by and get feedback from the experience of the Responsible Gambling Advisory Board itself.

2. Summary of the Responsible Gambling working programme

Responsible Gambling working programme			
Priority	Strategy	No. Projects	Section
Analysis and diagnosis	Determine the impact level on the general population or specific groups	2	Scientific Welfare
	Determine the link between participants' behaviours and the configuration of the gambling environment or the characteristics of the games themselves	1	Participant protection
	Identifying participants' behavioural patterns	2	Scientific
	Analysis and usefulness of tools used to understand the impact level of problem gambling	3	Scientific (2) Participant Protection
Participant protection	Assessment and proposal to enhance the current protection measures	3	Welfare Participant protection (2)
	Avoiding risk behaviours	1	Participant protection
	Increase in the effectiveness of information and prevention mechanisms	1	Participant protection
Outreach initiatives	Expand knowledge of the RGIAJ amongst participants as a means to deal with risk situations	1	Gambling and society
	Strengthen society's knowledge on the reality of gambling and its associated risks	2	Gambling and society Participant protection
Involvement and interaction with society	Establishing ad-hoc initiatives with stakeholders	1	Gambling and society

Distribution of Projects by Priority and Section	
Priority 1. Analysis and diagnosis	Priority 2. Participant protection
E.1. Determine the impact level on the general population or specific groups	E.1. Assessment and proposal to enhance the current protection measures
<ul style="list-style-type: none"> ① Drafting the general framework of studies to be carried out to know the social impact of gambling ② National indicator of people being treated for gambling disorders 	<ul style="list-style-type: none"> ① Study of the RGIAJ's regulatory and operational improvements ② Feasibility study on establishing combined limits on participants' deposits considering their activity on all gambling platforms ③ Study, analysis and action proposal on the new forms of commercial communications or information about gambling
E.2. Determine the link between participants' behaviours and the configuration of the gambling environment or the characteristics of the games themselves	E.3. Avoiding risk behaviours
<ul style="list-style-type: none"> ① Preparation of a catalogue of pilot projects to be carried out by gambling operators 	<ul style="list-style-type: none"> ① Technical note on applying participant protection measures in gambling operators
E.3. Identifying participants' behavioural patterns	E.4. Increase in the effectiveness of information and prevention mechanisms
<ul style="list-style-type: none"> ① Characterisation of participants who record greater losses ② Knowledge of the behavioural analysis techniques of the participants 	<ul style="list-style-type: none"> ① Establishing an alert service for attempts to activate user records in online gambling operators (phishing alert)
E.4. Analysis and usefulness of tools used to understand the impact level of problem gambling	Priority 3. Outreach initiatives
<ul style="list-style-type: none"> ① Formulating a new responsible gambling test to prevent addictive behaviours ② Drafting a guide to interpret the results of the various gambling studies based on the methodologies used ③ Creating an indicator to know the evolution of gambling in terms of responsible gambling 	E.2. Expand knowledge of the general register of gambling access bans (RGIAJ) amongst participants as a means to deal with risk situations
Priority 4. Involvement and interaction with society	<ul style="list-style-type: none"> ① Production of materials to disseminate the RGIAJ
E.1. Establishing ad-hoc initiatives with stakeholders	E.3. Strengthen society's knowledge on the reality of gambling and its associated risks
<ul style="list-style-type: none"> ① Working with public and private actors on responsible gambling 	<ul style="list-style-type: none"> ① Responsible Gambling Workshop ② Strengthening communication channels about responsible gambling

Distribution of Projects by Priorities and Sections



3. Detail of the projects

3.1. Priority 1: Analysis and diagnosis

Action 1.1.1: Drafting the general framework of studies to be carried out to know the social impact of gambling

JUSTIFICATION: Amongst its roles, the DGOJ is entrusted with “promoting and conducting studies and research work on gambling, as well as its incidence or impact on society”. To comply with these roles, various studies have been carried out to date which need to be supplemented with other analyses to obtain a complete view of the impact of gambling in Spain.

OBJECTIVE: Prepare a catalogue of possible studies to carry out that includes their main characteristics, adaptation to the Spanish market, timing in when they are carried out, etc. in a manner that contributes to an overall understanding the impact of gambling in Spain.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will send a document with a non-exhaustive list to the members of the Scientific Section which includes the main studies carried out by the DGOJ and other national and international agents or gambling regulators and their main characteristics.

It is then CAJR’s Scientific Section’s task to analyse this list, add relevant studies not included and study their main characteristics which could affect interpretation of the results. Likewise, it may make recommendations on opportunities of the DGOJ to undertake specific studies should other national actors perform those same studies and their results would be useful for the intended purpose.

This measure seeks to map the knowledge about the impact of gambling on the population and/or specific groups and is divided into two areas: firstly, compiling existing studies -clinical, prevalence, etc.- Secondly, analysing the following steps to expand this knowledge, including specific groups such as young people, old people, women, or migrants, among others or gambling types or practices. Among other issues of interest, the catalogue should include the frequency with which to carry out the studies detected, creating a roadmap for the future that allows greater accuracy on the evolution of problem gambling once completed.

SECTION INVOLVED: Scientific



Action 1.1.2: National indicator of people being treated for gambling disorders

JUSTIFICATION: Amongst its roles, the DGOJ is entrusted with “promoting and conducting studies and research work on gambling, as well as its incidence or impact on society”. To date, there is no official indicator that reflects the total number or the basic characteristics that identify people being treated for gambling disorders.

OBJECTIVE: Create an indicator made up of several variables that allows, amongst other possible information, knowledge on the number of people dealt with and diagnosed clinically, the number of new people in this group in a specific period, their sociodemographic characteristics and/or the type of gambling. The possibility of analysing other related issues such as the social impact of problem gambling.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will provide members of the Welfare Section with a form or similar data collection means to be sent to centres treating people with gambling disorders that collects the main variables of interest, as well as an estimation of the data collection frequency.

Using this document, the CJAR’s Welfare Section will offer their comments and proposals for improvement.

Once the data capture procedure has been defined, members of CAJR will collaborate with contacts they may have in welfare networks to achieve the greatest possible representativeness of the information collected.

SECTION INVOLVED: Welfare

Action 1.2.1: Preparation of a catalogue of pilot projects to be carried out by gambling operators

JUSTIFICATION: Operators currently have a huge volume real-time information on their users as practically all gamblers' operations and economic transactions are recorded and monitored, as well as other variables that characterise the gambler (interaction with the customer service centre, identification on the gambling platform, etc.). Similarly, and resulting from compliance with regulations, they have also implemented various responsible gambling mechanisms (deposit limits, self-exclusion option, warning or informative messages, among others). Conversely, this information is complemented by the theoretical approach that can be made from the scientific and academic point of view. The fact that both approaches converge within CAJR is seen as a significant opportunity for collaboration and obtaining results.

Amongst its roles, the DGOJ is entrusted with "promoting and conducting studies and research work on gambling, as well as its incidence or impact on society". In this area, one of the DGOJ's priority objectives is to permanently analyse the factors and causes that may cause pathological or problem gambling behaviours, and it is appropriate to widen the effects and impact of certain measures implemented by the operators on their users' behaviours.

OBJECTIVE: Make a list and basic characteristics of possible projects to carry out on operators' gambling platforms to explore the most effective ways of providing gamblers with safe gambling environments from a responsible gambling standpoint.

MAIN COMMITMENTS OF THE CJAR: From a first DGOJ draft where there is a brief list of the different measures that can be carried out to provide gambling environments where gambler protection and the detection of problematic behaviours are outlined as the principles from which the gambling experience is shaped, members of the Participant Protection Section will offer various contributions related both to the projects already proposed and contributing to others that were not included.

Each project must have a description of the main characteristics to be studied, the variables used, the objectives to be met, the completion time and any other issues that are considered of interest.

Once this list has been finalised and submitted to the Plenary of the Board, one or more of these projects will be published on the DGOJ's institutional website to establish collaboration channels between the DGOJ and operators interested in developing them.

Once the projects have been completed, their conclusions will be presented to the Plenary Session of the Board.

SECTION INVOLVED: Participant Protection

Action 1.3.1: Characterisation of participants who record greater losses

JUSTIFICATION: Amongst its roles, the DGOJ is entrusted with “promoting and conducting studies and research work on gambling, as well as its incidence or impact on society”. In this area, one of the DGOJ’s priority objectives is to constantly analyse the factors and causes that may result in pathological or problem gambling behaviours. Amongst the economic variables, the gambler’s actual spending, alone or in combination with other factors (type of gambling, means of payment used, frequency of gambling, impact of promotions, etc.), has been one of the most analysed factors in gambling research studies. Generally, there is insufficient research to guarantee that gamblers recording the greatest losses necessarily have a pathology or serious problem with gambling; however, it is true that in studies carried out by the DGOJ (Prevalence -2105- and Clinical -2017-), a high level of spending on gambling is found in a significant percentage of players with pathologies or problem gambling. Therefore, further in-depth studies are required on this matter.

OBJECTIVE: Design a study based on available gambling data that analyses the behaviour of those gamblers recording the highest losses to analyse common variables to them and their possible use in preventing risk behaviours in gambling by detecting problem gambling behaviours.

MAIN COMMITMENTS OF THE CJAR: The DGOJ, based on their available data, will send a first approach to members of the Scientific Section about the variables of the so-called “big losers” to be monitored. It is expected that contributions to determine the usefulness of the proposed variables will be made from this document and, where appropriate, complement them with others to achieve the desired goal

SECTION INVOLVED: Scientific

Action 1.3.2: Knowledge of the behavioural analysis techniques of the participants

JUSTIFICATION: Applying techniques based on Artificial Intelligence, "machine learning" or the like to analyse and determine behavioural patterns is an increasingly common practice in highly digitised sectors. There are undoubted benefits in the gambling industry when applied to participants with the aim of identifying patterns of behaviour and determining possible risks in them with respect to the onset of problem gambling behaviours. It is the job of all the agents in the industry, especially the regulator, to know the latest advances in this area so that regulatory decisions can be taken based on their availability.

OBJECTIVE: Know the technological availability, as well as the feasibility of its being included into gambling platforms, of the tools that allow patterns of behaviour to be identified through the application of artificial intelligence techniques or the like on participants' activity data to increase the ability to prevent problem gambling behaviours before they occur.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will be in contact with the makers of gambler behavioural characterisation tools to detect problem gambling behaviours so that they can go before the Board to detail the functionalities of their products.

SECTION INVOLVED: Scientific



Action 1.4.1: Formulating a new responsible gambling test to prevent addictive behaviours

JUSTIFICATION: Among its preventive measures against addictive gambling behaviours, in 2011, the DGOJ approved a questionnaire or test on responsible gambling and the prevention of addictive gambling behaviours. Pursuant to the provisions of art. 36.3 RD 1614/2011; when a gambler requests their operator remove any limit to their deposits or requests an increase in limit for the first time, they will have to take the aforementioned test and only once passed would the new limits or their removal take effect. From the experience acquired in the more than six years since the aforementioned questionnaire's approval, the DGOJ will work on designing a new test to replace the current one.

OBJECTIVE: Updating and improving the self-assessment means required by gambling regulations (article 36.3 RD 1614/2011) when a gambler requests the removal of deposit limits or on the first request for an increase to said limits.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will send a proposal of the new test or questionnaire on responsible gambling and the prevention of addictive gambling behaviours to replace the current test to members of the Scientific Section from which they make various contributions.

After its submission to the Plenary, its application by the operators will require the approval and publication of a DGOJ Resolution which will replace the test or questionnaire on addictive behaviours and Responsible Gambling in force since 2011

SECTION INVOLVED: Scientific

Action 1.4.2: Drafting a guide to interpret the results of the various gambling studies based on the methodologies used

JUSTIFICATION: Generating precise knowledge is key to the efforts of administrations in implementing effective and efficient public policies. Here, the DGOJ has been crafting part of its responsible gambling action based on the results obtained in various studies conducted by the Directorate General itself or from other units with competencies in this matter. Despite this, many of the mechanisms to detect risk behaviours, such as the prevalence study promoted by the DGOJ itself, focus on methods used in the clinical population or in the construction of indices imported from other countries.

For all these reasons, and so that it is applied and understood by industry agents and society in general, it is necessary to prepare a guide that allows the data obtained in the different studies to be interpreted correctly and allowing for greater comparability of the results

OBJECTIVE: Write a guide to allow the main characteristics of the tools used in detecting problem gambling behaviours to be known, as well as the main parameters to be considered when interpreting them or making comparisons. Attempts will also be made to compile the main variables to take into account when designing surveys that aim to understand the incidence of gambling in the population.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will present a document to the members of the Scientific Section that reflect the most used methods, questionnaires and indicators in the different studies on the impact of gambling.

Based on this, members of the Scientific Section must examine and make contributions in relation to its usefulness and scope and form of interpretation.

Proposals to improve these tools and, where appropriate, recommendations for their inclusion into the DGOJ's future studies may also be offered.

SECTION INVOLVED: Scientific

Action 1.4.3: Creating an indicator to know the evolution of gambling in terms of responsible gambling

JUSTIFICATION: Among the objectives that drive the actions of the DGOJ, pursuant to Law 13/2011, is that of preventing the onset of addictive behaviours and protecting the rights of minors. These issues - inherently linked to responsible gambling- imbue all actions of the DGOJ and make it necessary to include an indicator that calibrates their effectiveness and evaluates the measures adopted to improve responsible gambling policies.

OBJECTIVE: Develop a means to allow the effectiveness of the responsible gambling policies developed to be evaluated using different data such as the evolution of those registered in the RGIAJ, the use of self-exclusion in operators, the use of possibility limiting deposits to be made or the increase of those limits, etc.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will firstly prepare a summary document of those parameters that, in its opinion, should be taken into account when determining the effectiveness of public policies regarding responsible gambling.

Members of the Participant Protection Section, having viewed the document, may make their contributions as well as proposals for implementing this means of evaluation.

SECTION INVOLVED: Participant Protection

3.2. Priority 2: Participant protection

Action 2.1.1: Study on the regulatory and operational improvements to the General Register of Gambling Access Bans (RGIAJ).

JUSTIFICATION: Almost eight years following on from the enactment of the regulatory framework applicable to access to gambling activities, and from the experience acquired during this time, the DGOJ is working on improving its actions, including the operation and usefulness of the RGIAJ to be considered as an essential means of prevention to protect all people against the risks that could involve their participation in gambling activities. Although the evaluation of the operation and results of the RGIAJ is highly satisfactory, it is necessary to reflect on those aspects that require adaptations and improvements. To achieve this, it is also necessary to know the perspective of the numerous actors involved, directly or indirectly, in the proper functioning of the RGIAJ: citizens, the DGOJ, gambling operators, the Autonomous Communities, associations of affected people, etc.

OBJECTIVE: To adapt to the changes and improve the operation of the RGIAJ by modifying the provisions set in gambling regulations.

MAIN COMMITMENTS OF THE CJAR: The project will begin with the DGOJ drafting a document that fairly reflects the operational aspects of the RGIAJ requiring improvement, and that proposes measures to reinforce the usefulness of the RGIAJ, identifying the rules that would be modified. Among other issues in this document will be improvements to the RGIAJ in terms of ease of access and use, adaptation to the requirements of Laws 39/2015 and 40/2015, the possibilities for improvement in terms of inter-administrative cooperation and improvements to the operation of verifying operators or extending protection through automatic grace period renewal mechanisms.

Following assessment and comments by members of the Welfare Section, it will be raised to the Plenary and, where appropriate, begin procedures to include the proposals in applicable regulations.

SECTION INVOLVED: Welfare

Action 2.1.2: Feasibility study on establishing combined limits on participants' deposits considering their activity on all gambling platforms

JUSTIFICATION: Losses are one of the main signs of gambling disorders, as well as of the negative effects in the health of the gambler and the well-being of their family. In this sense, and within the framework of the study and analysis powers that the DGOJ has attributed, it is necessary to carry out rigorous analyses on the feasibility of establishing joint economic limits on participants' deposits for all licensed operators.

OBJECTIVE: Carry out comprehensive analysis on the technical, operational and regulatory feasibility of establishing joint limits on participants' deposits, as well as the real benefits derived from the implementation.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will submit a document to members of the Participant Protection Section that includes the main technical, legal, operational and responsible gambling implications in implementing a joint deposit limit system for all operators.

After receiving their assessments, said document will be submitted to the Plenary of the Board, and, where appropriate, mechanisms to implement them will begin.

SECTION INVOLVED: Participant Protection

Action 2.1.3: Study, analysis and action proposal on the new forms of commercial communications or information about gambling

JUSTIFICATION: The uptake in gambling by broad swathes of the population, as well as new forms of social relationships through the use of technology result in conventional commercial communications not being the only means through which the population receives information about gambling.

That is why, be they are commercial communications in the strict sense or other informal ways of transmitting information about gambling (operating tutorials, information channels on odds, etc.), it is necessary to know these new ways so as to analyse their qualitative and quantitative impact.

OBJECTIVE: Analyse new ways and uses through which society is informed about gambling (whether commercial communications in the strict sense or not) so that its quantitative and qualitative incidence can be determined in relation to the impact produced.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will make a preliminary study of the new forms of commercial communications, as well as the new channels used for their dissemination. Likewise, new ways of disseminating information on gambling that cannot strictly be called commercial communications will be analysed. Following its analysis by members of the Participant Protection Section, the considerations agreed on the advisability of regulating these new forms of communication and the essential aspects to consider will be referred to the Plenary.

SECTION INVOLVED: Participant Protection

Action 2.3.1: Technical note on applying participant protection measures in gambling operators

JUSTIFICATION: The fight against fraud is one of the fundamentals of Law 13/2011 of 27 May on gambling regulation. Proper risk management of fraud in gambling is based on appropriate initial identification of the risks to which the operator is exposed. In this sense, at the end of 2018, the DGOJ published a Technical Note on the management of fraud in gambling operators that analyses the main types of fraud identified by the DGOJ which a gambling operator may witness, the structural measures of prevention and detection set out in regulation or instructions of the DGOJ, the qualified risk scenarios which must be taken into account to protect the rights of gamblers with a specific focus on vulnerable groups, as well as possible actions to take in managing alerts, as appropriate.

The intention is to complement the aforementioned note with another document of the same nature that reflects the situations and actions to be carried out by gambling operators in the sphere of responsible gambling management and protecting gamblers to prevent addictive behaviours

OBJECTIVE: Complement the Technical Note on the management of fraud in gambling operators with another additional note analysing the main variables and behaviours related to responsible gambling, offering operators a guide to the mechanisms and control systems to implement on their platforms to contribute to better managing the risks derived from gambling.

MAIN COMMITMENTS OF THE CJAR: Based on the Technical Note on the management of fraud in gambling operators through which fraud is analysed in detail amongst other issues such as identity data, payment methods, the origin of funds, etc., and on which recommendations are made on risk management, the DGOJ will offer a responsible gambling risk analysis proposal.

Members of the Participant Protection Section will report on the suitability of the proposed scenarios and measures, as well as the need to include some additional ones.

After it has been recognised by the Plenary of the Board, it will move to publication.

SECTION INVOLVED: Participant Protection

Action 2.4.1: Establishing an alert service for attempts to activate user records in online gambling operators (phishing alert)

JUSTIFICATION: In the initial process of registering a person as a user of an online gambling operator, there is the possibility that another person may try to register through some form of identity theft. Here, the DGOJ provides operators with a service (the Gambler Verification System, SVJ), to facilitate verifying the identity data through DNI or NIE of the person requesting user registration. Additionally, there are other regulatory provisions that restrict participating in gambling or withdrawing deposits from the gambling account while there is no document verification of the gambler.

However, despite the aforementioned controls, in addition to operators' other obligations to detect identity theft, it is necessary to provide other value-added services that offer more information on the use of identity data in gambling operators, affording greater security to society as a whole over non-consensual access to online gambling platforms.

For this reason, the implementation of a new service is proposed, for direct use by citizens, whereby it will be able to inform them of registration attempts with a gambling operator using the identity data of those signed up with it, complementing the DGOJ's other work to strengthen the guarantees of the identity verification process prior to activating a user record.

OBJECTIVE: Implementation of a new DGOJ "warning service" to:

1. Strengthen the guarantees of the participant identification systems and safe access to national level gambling activities (safe gambling).
2. Protect citizens through an information service that helps them detect identity theft attempts in the activation of user records.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will show members of the Participant Protection Section the main characteristics of the proposed service development, consisting generally with the possibility of detecting attempts to activate records of citizens who had requested the activation of this functionality

Once the considerations on the design of the service are available, the DGOJ will move to its implementation

SECTION INVOLVED: Participant Protection

3.3. Priority 3: Outreach initiatives

Action 3.2.1: Production of materials to disseminate the General Register of Gambling Access Bans (RGIAJ).

JUSTIFICATION: The RGIAJ is an important means in participant protection, especially for those who are potentially vulnerable to the risks arising from participation in gambling activities. Registration in the RGIAJ guarantees any person of legal age the right to be prohibited from gambling activities. Reinforcing the information and dissemination mechanisms on the existence and functioning of this Register of Gambling Access Bans is therefore deemed necessary so that the general population will be more aware of this tool, its effects and ease of use.

OBJECTIVE: The preparation of RGIAJ information material, such as leaflets or brochures, as an additional means to disseminate the existence and usefulness of this Registry to the public so as to increase their awareness.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will prepare informative leaflets or any other similar means on the functionality and purpose of the RGIAJ, and how to access it and members of the Gambling and Society Section will be informed.

Once the final version is submitted to the Plenary of the Board, these materials will be disseminated among those agents who may have contact with people to whom the information may be useful.

SECTION INVOLVED: Gambling and Society

Action 3.3.1: Responsible Gambling Workshop

JUSTIFICATION: Holding a Workshop on Responsible Gambling and its implications makes it possible to bring together the main industry players in an event to share and publicise the current online gambling situation, and within it, the responsible gambling and participant protection policies. The multidisciplinary outlook (regulators, operators, associations of affected people, participants, scientists and health professionals) increases the possibilities of better understanding the phenomenon and favours contact between different professionals related to the gambling industry, increasing synergies and the possibility of effectively increasing levels of protection.

OBJECTIVE: The organisation of a workshop with these characteristics would allow several objectives to be met. On one hand, offering society a clear message of the gambling industry's commitment in general, and the DGOJ's in particular, with the improvement of Responsible Gambling policies. And on the other, the sharing of knowledge, experiences and initiatives in the realm of responsible gambling. Likewise, encouraging good practices, initiatives or studies is considered where they pursue the consolidation and improvement of responsible gambling policies and protect the rights and interests of users as well as synergies among the various groups attending.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will promote the organisation of this workshop, which would firstly involve sending the members of the Gambling and Society Section a summary document on the topics to be discussed at the Workshop, the target audience, as well as other issues related to the event's content and participants.

SECTION INVOLVED: Gambling and Society

Action 3.3.2: Strengthening communication channels about responsible gambling

JUSTIFICATION: All actions aimed at responsible gambling will enjoy a reduced impact if the appropriate measures in terms of their dissemination and promotion are not taken. This reason justifies studying the most effective dissemination methods with the greatest impact on the target groups, so that, in the final analysis, the responsible gambling initiatives developed would have a greater impact on society.

OBJECTIVE: Increase dissemination and knowledge of all measures on preventing problem gambling behaviours appearing, as well as those of other control measures such as restrictions on online access for minors and those banned from accessing gambling.

MAIN COMMITMENTS OF THE CJAR: The DGOJ will firstly analyse the issues that are considered to be a priority, evaluating the available means of communication and their suitability, as well as the different information methods. Based on this proposal, the members of the Participant Protection Section, first, and subsequently the Plenary of the Board, will make their contributions in this regard.

SECTION INVOLVED: Participant Protection

3.4. Priority 4: Involvement and interaction with society

<i>Action 4.1.1: Working with public and private actors on responsible gambling</i>
JUSTIFICATION: Beyond the other measures that make up this Action Plan, it is necessary to have, as a support action for all other projects, a flexible space in which the DGOJ and the CAJR work transversally, with the help of public and private actors, to support the first three priorities. In this sense, the aim is to create networks of public-private actors that contribute their effort to the DGOJ's responsible gambling programme.
OBJECTIVE: To have the possibility, within the framework of this Working Programme, of the DGOJ and the CAJR joining forces in an alliance with other actors to establish partnership frameworks and initiatives that support the other actions proposed, and that promote responsible gambling in general.
MAIN COMMITMENTS OF THE CAJR: Within the framework of the partnership between the DGOJ and the CAJR, an agenda item will be set at each CAJR meeting in which possible collaborations will be discussed in future meetings with other public and private actors, such as, due to their relevance in the field of responsible gambling, the academic world and, specifically, the university. The DGOJ will analyse the proposals suggested by the CAJR and, if any of them are considered viable and desirable, it will implement them with the advice of the Advisory Board itself. Likewise, the DGOJ will report on the collaboration proposals received and the details of their implementation.
SECTION INVOLVED: Gambling and Society

4. Work schedule

	Section	Year							
		2019				2020			
		Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q4
Analysis and diagnosis	Determine the impact level on the general population or specific groups								
	Drafting the general framework of studies to be carried out to know the social impact of gambling	Scientific							
	National indicator of people being treated for gambling disorders	Welfare							
	Determine the link between participants' behaviours and the configuration of the gambling environment or the characteristics of the games themselves								
	Preparation of a catalogue of pilot projects to be carried out by gambling operators	Participant Protection							
	Identifying participants' behavioural patterns								
	Characterisation of participants who record greater losses	Scientific							
	Knowledge of the behavioural analysis techniques of the participants	Scientific							
	Analysis and usefulness of tools used to understand the impact level of problem gambling								
	Formulating a new responsible gambling test to prevent addictive behaviours	Scientific							
	Drafting a guide to interpret the results of the various gambling studies based on the methodologies used	Scientific							
	Creating an indicator to know the evolution of gambling in terms of responsible gambling	Participant Protection							

	Section	Schedule							
		2019				2020			
		Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4
Participant protection	Assessment and proposal to enhance the current protection measures								
	Welfare								
	Participant Protection								
	Participant Protection								
	Avoiding risk behaviours								
	Participant Protection								
	Increase in the effectiveness of information and prevention mechanisms								
Participant Protection									

	Section	Schedule							
		2019				2020			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Outreach initiatives	Expand knowledge of the general register of gambling access bans (RGIAJ) amongst participants as a means to deal with risk situations								
	Production of materials to disseminate the RGIAJ	Gambling and Society							
	Strengthen society's knowledge on the reality of gambling and its associated risks								
	Responsible Gambling Workshop	Gambling and Society							
	Strengthening communication channels about responsible gambling	Participant Protection							
Involvement and interaction with society	Establishing ad-hoc initiatives with stakeholders								
	Working with public and private actors on responsible gambling	Gambling and Society							

		Schedule							
		2019				2020			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Scientific Section		Drafting the general framework of studies to be carried out to know the social impact of gambling							
		Characterisation of participants who record greater losses				Formulating a new responsible gambling test to prevent addictive behaviours			
						Drafting a guide to interpret the results of the various gambling studies based on the methodologies used			
	Knowledge of the behavioural analysis techniques of the participants								
Welfare Section				National indicator of people being treated for gambling disorders					
		Study on the regulatory and operational improvements to the RGIAJ							
Gambling and Society		Production of materials to disseminate the RGIAJ							
				Responsible Gambling Workshop					
	Working with public and private actors on responsible gambling								

Schedule								
2019				2019				
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Participant Protection Section				Preparation of a catalogue of pilot projects to be carried out by gambling operators				
						Creating an indicator to know the evolution of gambling in terms of responsible gambling		
	Feasibility study on establishing combined limits on participants' deposits considering their activity on all gambling platforms							
						Study, analysis and action proposal on the new forms of commercial communications or information about gambling		
	Technical note on applying participant protection measures in gambling operators							
	Establishing an alert service for attempts to activate user records in online gambling operators (phishing alert)							
	Strengthening communication channels about responsible gambling							



GOBIERNO
DE ESPAÑA

MINISTERIO
DE HACIENDA

SECRETARÍA DE ESTADO
DE HACIENDA

DIRECCIÓN GENERAL
DE ORDENACIÓN DEL JUEGO