

*The ESRC Network for Integrated Behavioural Science is a partnership among the Universities of Nottingham, Warwick, and East Anglia. Visit us online at <http://www.behavioural-science.ac.uk>*

### Reporting NIBS Outputs

Every year we ask NIBS funded faculty and students, as well as close collaborators, to tell us about their NIBS relevant activities. This includes details of how they've shared and disseminated NIBS research as well as the impact the research has had (or might have in future).

On our website you can find details of [papers and publications](#) which cite NIBS as well as [other outputs](#), such as conference presentations, written articles and visits undertaken as part of our Exchange Programme. We've also created a '[features page](#)' where we plan to showcase some of our work.

All our outputs are also uploaded to Researchfish – the system used by the ESRC to collect and evaluate our research. Information supplied to Researchfish automatically populates the 'Gateway to Research' website. We anticipate information about NIBS2 will be live on GTR in late spring. In the meantime you can [view our outputs for NIBS 1](#).

### Cross-Institutional Sharing

In our October newsletter we told you about PhD students Merle and Sarah sharing their research at partner institutions. The sharing has continued and last term, we welcomed to Nottingham Mengjie Wang (UEA Post Doc) who presented "The determinants of consumer engagement". And the following week Professor Daniel Read and former NIBS1 PhD, Despoina Alempaki (both University of Warwick) presented "Evasive Communication".

These projects received NIBS funding from our 'small grant' awards and the speakers were invited to present their 'work-in-progress' at a Brown Bag seminar, to gain feedback on their

ideas before undertaking data collection. Many of the projects funded via our 'small grant' scheme are cross-institutional and multi-disciplinary, but presenting design ideas in this way, enables the wider NIBS network to get engaged. Following data collection and analysis, we expect the results of these projects will be presented at our September Workshop.

### NIBS Exchange Programme

The sharing continues, as we report that Orestis Kopsacheilis (Nottingham Post Doc) visited with one of our international partners in Autumn 2018. He met with [George Loewenstein](#) and [David Hagmann](#) (Carnegie Mellon) to discuss an experimental project investigating 'persuasion' (also presented a Brown Bag seminar upon his return to Nottingham).

As part of the trip he also attended the SJDM Conference in New Orleans and caught up with former NIBS1 Post Doc, [Sudeep Bhatia](#) (currently University of Pennsylvania), and Ian Krajbich. This resulted in an offer to present his 'horse race' project at another of our international partners ([Max Planck Institute in Berlin](#)) and brainstorming ideas to join forces on an extension to the current paper.

Orestis says; "I feel my trip in the US was a great experience and a big investment for my development. Thanks again for making this possible".

### Investigating Loyalty Penalties

In October 2018 Amelia Fletcher contributed to a roundtable discussion with CMA on behavioural economic issues arising from the Citizen's Advice super-complaint into loyalty penalties. The complaint focussed on long-standing customers being charged more for

financial services than new customers, and covered several areas including mobile, broadband, household insurance, mortgages and savings. The FCA has issued a statement regarding the complaint and, in December, the CMA published a response. This contained a number of recommendations to regulators and government to help stop loyal consumers being 'ripped off'. It has also made recommendations to the FCA and Ofcom in each of the 5 markets, where work is currently underway. [Details of the complaint and CMA's response](#) can be found online.

### Now Online - Boundedly Rational Expected Utility Theory

[In this paper](#), authors Daniel Navarro-Martinez, Graham Loomes, Andrea Isoni, David Butler and Larbi Alaoui build a satisficing model of choice under risk which embeds Expected Utility Theory (EUT) into a boundedly rational deliberation process. The decision maker accumulates evidence for and against alternative options by repeatedly sampling from her underlying set of EU preferences until the evidence favouring one option satisfies her desired level of confidence. Despite its EUT core, the model produces patterns of behaviour that violate standard EUT axioms, while at the same time capturing systematic relationships between choice probabilities, response times and confidence judgments, which are beyond the scope of theories that do not take deliberation into account.

### Disclosure and Other Tools for Enhancing Consumer Engagement and Competition

[This new Working Paper](#) by Amelia Fletcher examines the important role consumer engagement plays in driving effective competition in markets. It then considers some key categories of intervention which can enhance consumer engagement, with a focus on the various roles that disclosure can play. Recent examples are provided from the UK, where many such engagement measures have been implemented. The article emphasises the importance, when policy-makers are designing

such interventions, of understanding how real consumers behave. It also highlights the relevance to competitive outcomes of two further concepts: relative salience and relative consumer engagement. The article draws on both the successes and the failures of past interventions to identify lessons for policy-makers when stepping into this area. The paper is forthcoming in *Behavioural Public Policy*.

### Rent-to-Own Investigations

John Gathergood has been working with the Financial Conduct Authority (FCA) to design and implement research into the effect of rent-to-own financial products on consumer outcomes. This resulted in a [consultation paper, published by the FCA in November 2018](#), and a policy proposal to limit product pricing and interest charges in the rent-to-own market. The consultation closed in Jan 2019.

### Social Integration, Group Cohesion and Community Resilience

In December 2018, Dr Emily Wyman (former NIBS 1 Post Doc) organised a workshop in Nottingham on Social Integration, Group Cohesion and Community Resilience.

Funded by her ESRC Impact Accelerator Award, and building on NIBS 1 research, the workshop brought together a group of cross-disciplinary academics, as well as policy and community practitioners, to discuss a range of topics including: Behavioural approaches to measuring integration and cohesion; the role of social connection in social capital; migration, intergroup alliance, and intergroup conflict; notions of community wellbeing; and policy approaches to community intervention and resilience.

### And Finally ...

A warm welcome to Ashley Luckman who joined us at the beginning of January as a NIBS Post Doc, based in Warwick Business School.