



# **Working to minimise gambling-related harm**

*Anna Hemmings, GamCare*



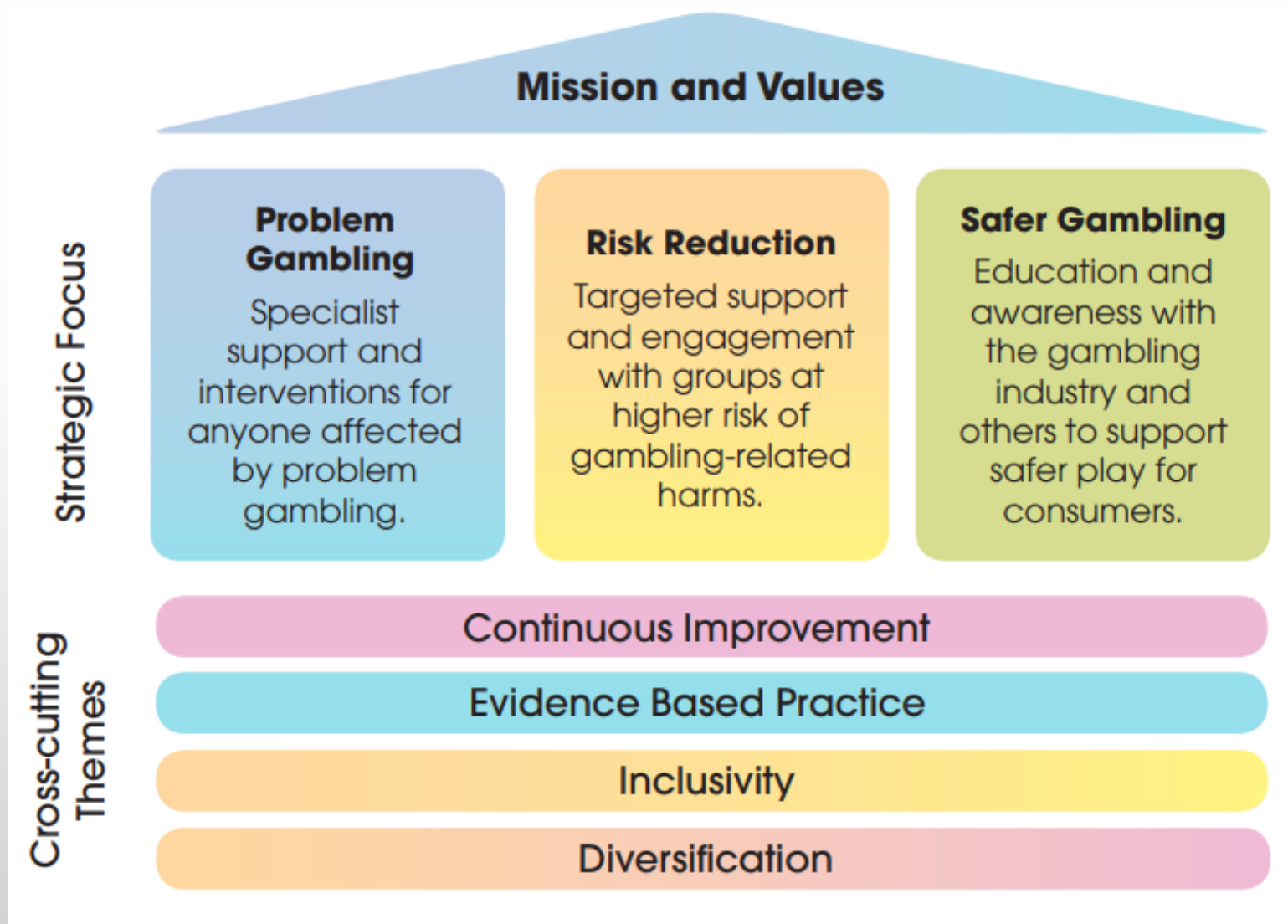
# Who We Are – What We Do

---

- Our mission is to support those affected by problem gambling through advice and treatment, and to minimise gambling-related harm through education, prevention and communication.
- We take a non-judgmental approach to gambling, we encourage safer gambling behaviours.
- The majority of our funding is for treatment and support services, and we also deliver services to young people, and to other target groups, and we support the industry around responsible gambling measures



# Our Strategic Focus





# Our support services

---

GamCare is an independent charity. We are the leading provider of information, advice, support and free treatment for anyone affected by gambling-related harm across Great Britain. We provide face-to-face, online and telephone support.

National  
Gambling  
HelpLine

NetLine  
(web chat)

Forum

Chatroom

Treatment



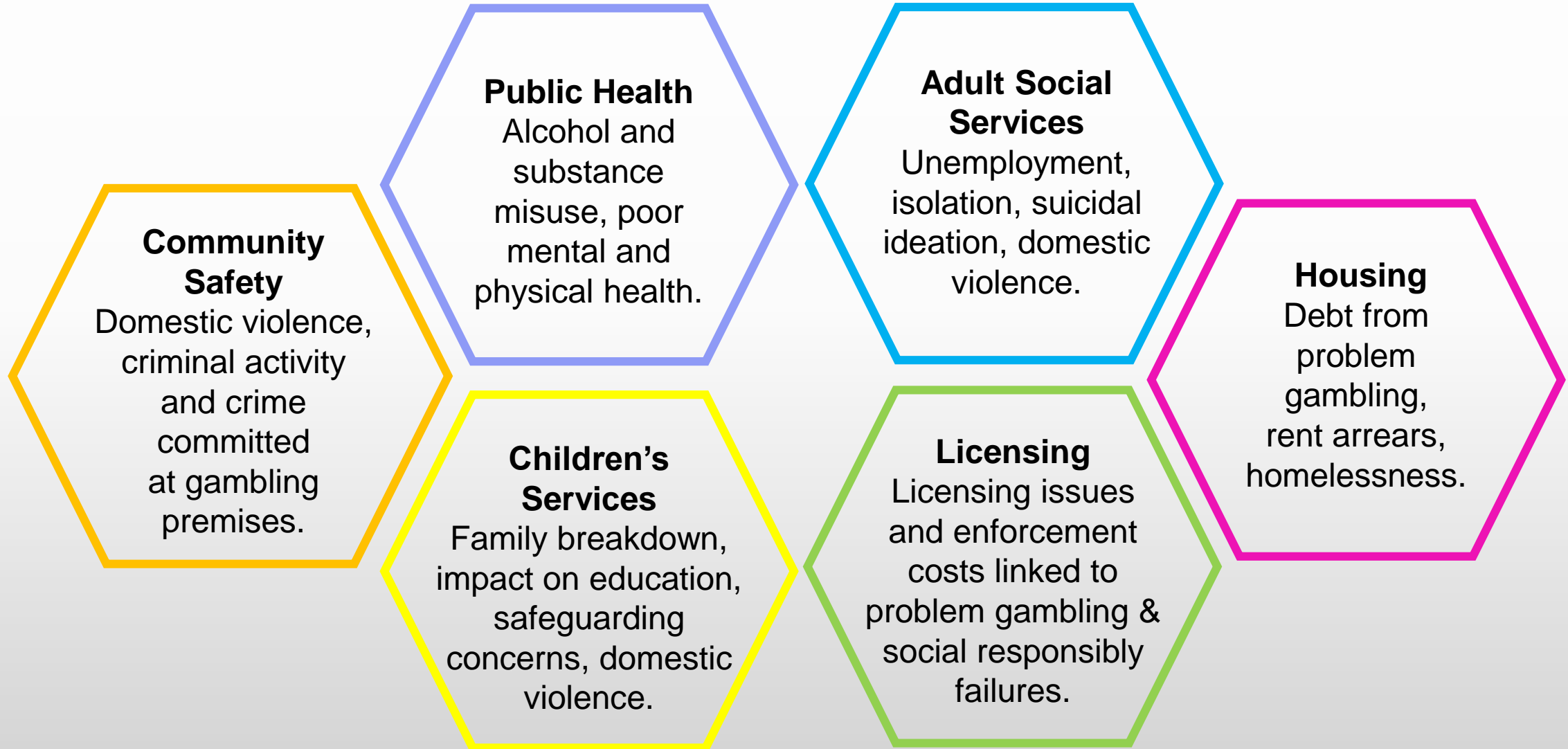
# Our Activity

---

- The National Gambling HelpLine received **29,889** target calls in 2017/18
- **91%** of callers rated the HelpLine and NetLine 'Good' or 'Excellent'
- Our treatment services provided interventions for **8,310** clients in 2017/18
- Clients rated our treatment services an average **4.9** stars, and **99%** of clients would recommend us
- Over 70% of clients successfully complete their treatment plans



# Impacts in Local Areas



## **Certification**

Challenging operators to provide best in class social responsibility

## **Data Insight**

Helping Local Authorities understand the impact in their areas

## **Outreach and Engagement**

Targeted at priority groups across your communities



## **Free Treatment**

Face to face and online interventions across Great Britain

## **Training**

For frontline teams working with vulnerable / at risk groups

## **Information & Advice**

Free support via the National Gambling HelpLine



# Risk Reduction in Local Areas

---

Piloting  
screening  
in custody  
suites

Youth  
Outreach  
Programme

Piloting  
interventions  
with St  
Mungo's



## **Responsible Gambling Week 2018 – Let's Talk About Responsible Gambling**

- **Takes place from 1<sup>st</sup> – 7<sup>th</sup> November**
- Aims to reach as many people throughout the UK and Ireland as possible
- Welcomes the support of all organisations who wish to help raise awareness of how to gamble responsibly
- Provides supporters with marketing and messaging materials free of charge



**Visit [www.responsiblegamblingweek.org](http://www.responsiblegamblingweek.org)**



# Key Messages

---

- ✓ Help-seeking is driven by crisis – financial impacts are connected to many other impacts, higher rate of suicidality in this population
- ✓ Several groups are disproportionately affected by problem gambling, e.g. young people, and would benefit from enhanced education, prevention assertive engagement and treatment
- ✓ Awareness of problem gambling in the wider community, as well as how to access support, needs to increase