

# Working to minimise gambling-related harm



### 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**

#### **Mission and Values Problem** Safer Gambling **Risk Reduction** Strategic Focus Gambling **Education** and Targeted support Specialist awareness with and engagement support and the gambling with groups at interventions for industry and higher risk of anyone affected others to support gambling-related by problem safer play for harms. gambling. consumers. Continuous Improvement Cross-cutting **Themes Evidence Based Practice** Inclusivity Diversification



### 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.





### **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**

### Community Safety

Domestic violence, criminal activity and crime committed at gambling premises.

#### **Public Health**

Alcohol and substance misuse, poor mental and physical health.

### Children's Services

Family breakdown, impact on education, safeguarding concerns, domestic violence.

### Adult Social Services

Unemployment, isolation, suicidal ideation, domestic violence.

#### Licensing

Licensing issues and enforcement costs linked to problem gambling & social responsibly failures.

#### Housing

Debt from problem gambling, rent arrears, homelessness.

#### **Data Insight**

Helping Local Authorities understand the impact in their areas

#### Certification

Challenging operators to provide best in class social responsibility

# Outreach and Engagement

Targeted at priority groups across your communities



**GAM CARE** 

# 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



### **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