

Gambling-Related Harm

An Introduction



BeGambleAware.org[®]

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Citizens Advice
Gambling Support
Service

The Gambling Support Service



**Raise
Awareness**



**Deliver
Training**



**Help you
help your
clients**

Learning outcomes

- Understand gambling in the current climate
- Know what harms gambling can cause
- Identify who is more at risk and how to spot the signs
- Be able to working with clients affected by gambling-related harm
- Know what specialist support is available

Gambling Act 2005

Licensing objectives:

- Prevent gambling from being a source of crime and disorder, being associated with crime or disorder or being used to support crime;
- Ensure that gambling is conducted in a fair and open way;
- Protect children and other vulnerable persons from being harmed or exploited by gambling.

Key Stakeholders



Department
for Culture
Media & Sport

Responsible for ensuring a proportionate gambling framework that balances economic growth against protecting vulnerable people.

**GAMBLING
COMMISSION**

Responsible for regulating commercial gambling in Great Britain (in partnership with licensing authorities).



Local Authorities: Responsible for issuing premises licenses for gambling venues and issuing gambling operators with permits.

RGSB Responsible Gambling
Strategy Board
RESEARCH ■ EDUCATION ■ TREATMENT

Provides advice to the Gambling Commission on research, education and training and set responsible gambling strategy, and priorities for research.

GambleAware

Responsible for commissioning research, education and treatment to minimize gambling-related harm, and for the raising of funds to pay for this.

What is gambling?

“A person is gambling whenever he or she takes the risk of losing money or belongings, and when winning or losing is decided mostly by chance.”

(Institute of Ontario: Problem Gambling, 2016)

In the Gambling Act 2005 *gambling is defined as betting, gaming or participating in a lottery. That definition distinguishes between activities which need to be **licensed** and other activities which do not.*



Gambling sectors

Gambling is divided into sectors:

- **Arcades** (for adults and for families)
- **Betting** (online, at an event or in a high street bookmakers)
- **Bingo** (online or in a bingo hall)
- **Casino** (online or in a casino)
- **Lotteries** (raffles, tombola, sweepstakes)
- **Gaming machines** (fruit machines, fixed odds betting terminals)

Everyday form of entertainment

- Increased marketing and advertising
- Sponsorship
- New products
- 24/7 availability
- Normalisation



Technological advances

- New devices to gamble on
- Anywhere on your own, any time of day
- Mobile technology
- App usage and GPS tracking
- The FOBT: Casino on the high street
- Blurred boundary between gaming and gambling



Gaming

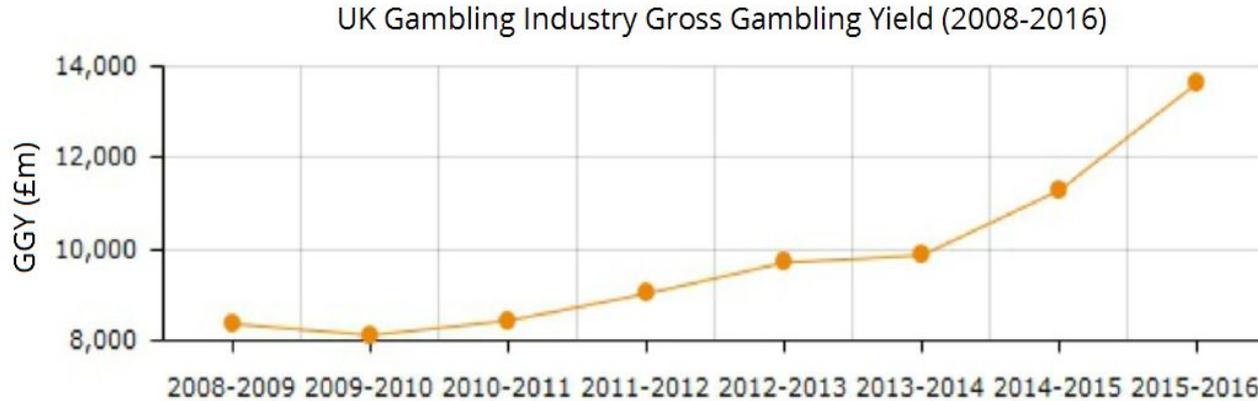
Blurring of lines between gambling and other forms of digital entertainment like video gaming.

Deliberation in game design:

- skin betting and loot boxes
- smartphone “freemium” games, free to download but can’t be fully enjoyed unless the player pays for in-app boosts
- first few games often free
- progress through game fast initially, but then slows unless you buy credits or tools

Rise in ‘gamification’ of slot machines - improved quality of graphics, increased entertainment in narratives and characters.

Big business



- **£14.4 bn**
(Apr 2017 – Mar 2018) (4.5% increase from Apr 2016 – Mar 2017)
- Tax revenue from industry was £2.7bn in 2016
- Industry expenditure on advertising reached £1.4bn in 2017

Who gambles?

46%

of people have gambled in the past four weeks

51%

of men have gambled in the past four weeks

41%

of women have gambled in the past four weeks

GC Year 2018



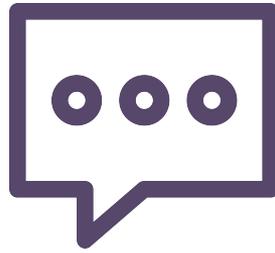
Why do people gamble?



Recreation
Relaxation
Socialise



Money
Debt
Hope
Winning



Learned
behaviour
Peer
pressure
Habit
Cultural
norm



Challenge
Skill
Fun &
thrills
Hobby



Escapism
Passing
time
Loneliness
Boredom

When does it become a problem?

no gambling
no harms

recreational gambling
few or no harms

at risk gambling
increased harms

high risk gambling
severe harms

What is problem gambling?

defined as when gambling disrupts or damages personal, family or recreational pursuits.

Problem gambling in GB

Great Britain: 2017
0.8% problem gamblers
430,000 people
2.5 million people at risk

Scotland:
1.0% problem gamblers
3.6% at risk

Wales:
0.8% problem gamblers
3.3% at risk



Leeds: 2016
1.8% problem gamblers
7-8% at risk

England:
0.7% problem gamblers
3.6% at risk

Who's more at risk?

ANYONE!

- Children and Young People
- Students in Higher Education
- Mental Health
- Learning Disabilities & Difficulties
- Migrants
- Culture
- Homeless
- Low Income Groups
- Multiple Deprivation – area based poverty
- Sports people
- People with care & support needs

What is gambling-related harm?

gambling-related harms are the **adverse impacts** from gambling on the **health and wellbeing** of individuals, families, communities and society”.

The bigger picture

Estimates suggest that for every problem gambler, between 6 and 10 additional people are directly affected. This means that between **2.5 to 4.3 million** people in Great Britain may be affected by gambling-related harm.

Is GRH a public health issue?

A public health issue is one that causes, or has potential to cause, harm to some or all of the population, and which cannot be tackled by interventions directed solely at individuals.

Identifying

Question - how could you identify GRH?

Possible indicators

Debt?

Seeming worried, agitated or upset for no apparent reason

Family noticing money missing from bank accounts, wallet/purse or money jar

Budget sheets showing available income

Borrowing money, selling possessions and not paying bills

Declined credit

Expenditure unaccounted for

Relationship Breakdown?

Friends and family expressing concern about secretiveness

Often being late

Asking the question

Direct Questioning - What relationship do you have with the person?

Can you just ask?

Indirect Questioning - "Do you gamble?" may come across too strong.

Do you ever buy scratchcards?

Do you ever have a flutter on any sports? etc...

Can we talk about these deductions on your bank statement?

Framing the question - The 'imaginary client'...

I helped someone with similar problems recently and it turned out to be from gambling...

Gambling is so common - we are asking all our clients about it

Some suggestions

"Would it be ok to have a quick discussion about gambling? We like to cover this with all of our clients. It's an opportunity to have a think about how this fits in to your life. Do you like to have a bet, play bingo, buy scratch cards at all?"

"We're trying to find out if gambling affects our clients to improve our service and offer people a bit more. We'd like to ask you a few questions about betting, playing bingo, the lottery. It would only take a few minutes?"

"I know you weren't necessarily expecting to be looking at this today, but I wonder what you think about how gambling fits in with some of the other issues that have brought you here today?"

"If you are interested we can work through a few quick questions. We use a process called a gambling screen. The screen provides you with your personal result. What you do with that information is your choice."

Screening

1. Thinking about the last 12 months, have you bet more than you could really afford to lose?
2. Thinking about the last 12 months, have people criticised your betting or told you that you had a gambling problem, regardless of whether or not you thought it was true?
3. Thinking about the last 12 months, have you felt guilty about the way you gamble or what happens when you gamble?

Never (0) Sometimes (1) Most of the time (2) Almost Always (3)

Screening

4. In the last 12 months, have you been affected by another person as a result of their gambling in a casino, bookmaker, online, at a sports venue, by buying scratchcards, visiting arcades or bingo halls, or other similar activities?

Yes No

Add up the scores and recommend a course of action dependent on score or for Q4 a 'yes' answer.

If you have scored 1 or 2 you can speak to a member of staff and find out how you can receive more information or local support.

If you have scored 3 or more, it is recommended that you contact specialist support you can contact the National Helpline on 0808 8020133 or visit the www.begambleaware.org website for more advice.

Access



Online Multi Operator
Exclusion Scheme

[GAMSTOP](#)



Software to block
Gambling on devices
and marketing
Free access via national
Helpline 0808 8020 133.

[gamban](#)

Access



Portal to most self exclusion sites:

optintoselfexclude.info

Amusements and gaming

<https://bacta.org.uk/>

Betting shops

<https://self-exclusion.co.uk/>

Bingo

www.bingo-association.co.uk

Casinos

<http://www.playingsafe.org.uk>

Online

www.gamstop.co.uk

Support services

BeGambleAware.org[®]

The leading charity committed to reducing gambling-related harms. Programme of education, prevention and treatment services. Commissions research to broaden understanding of GRH. **BeGambleAware**



GamCare National treatment providers Helpline 0808 8020 133 **Netline** Chat room and online forums (peer support)
Self Help Resources
Face - face, telephone and online counselling across
England, Scotland & Wales - Anyone at risk - affected others



Gamblers Anonymous is a 'fellowship' group offering support for those with a gambling addiction. Locations of meetings are displayed on their website. Also GamAnon for affected others

Support services

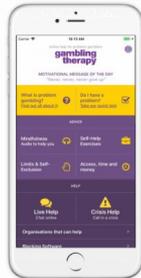
[Gambling Therapy](#)

[Gordon Moody Residential](#)

help for problem gamblers



online help for problem gamblers



[National Problem Gambling Clinic](#)

NHS Central & North West London

[Northern Gambling Clinic](#)

NHS Leeds & York Partnership



Holistic Support

- **Mental Health Charities** (Mind, Samaritans etc.)
- **Domestic Abuse Charities** (Women's Aid etc.)
- **Housing** (Shelter, local housing associations)
- Financial advice
- Relationship advice
- Family support services
- Statutory services - safeguarding
- GP
- CMHT
- Well being groups – local clubs etc.
- **Citizens Advice services** <https://www.citizensadvice.org.uk/>

Citizens Advice Gambling Support Service

Citizens Advice

Gambling Support Service

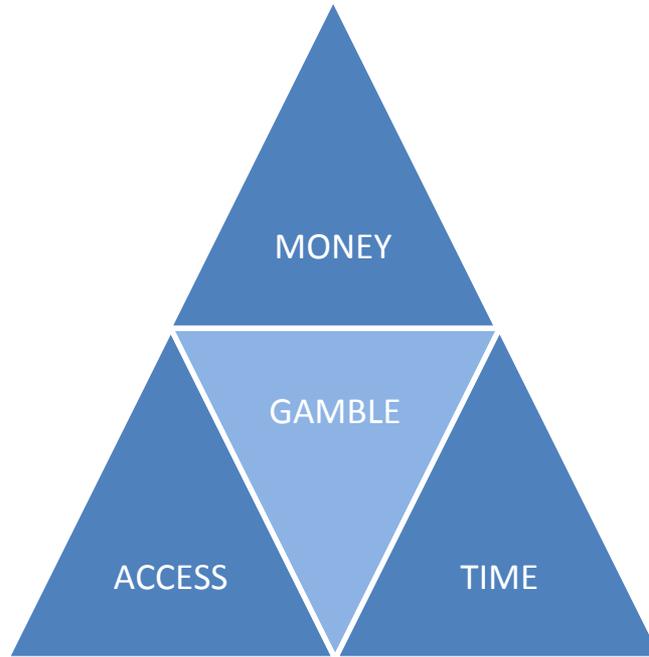


Contact your regional [Gambling Support Service](#) for free frontline adviser training

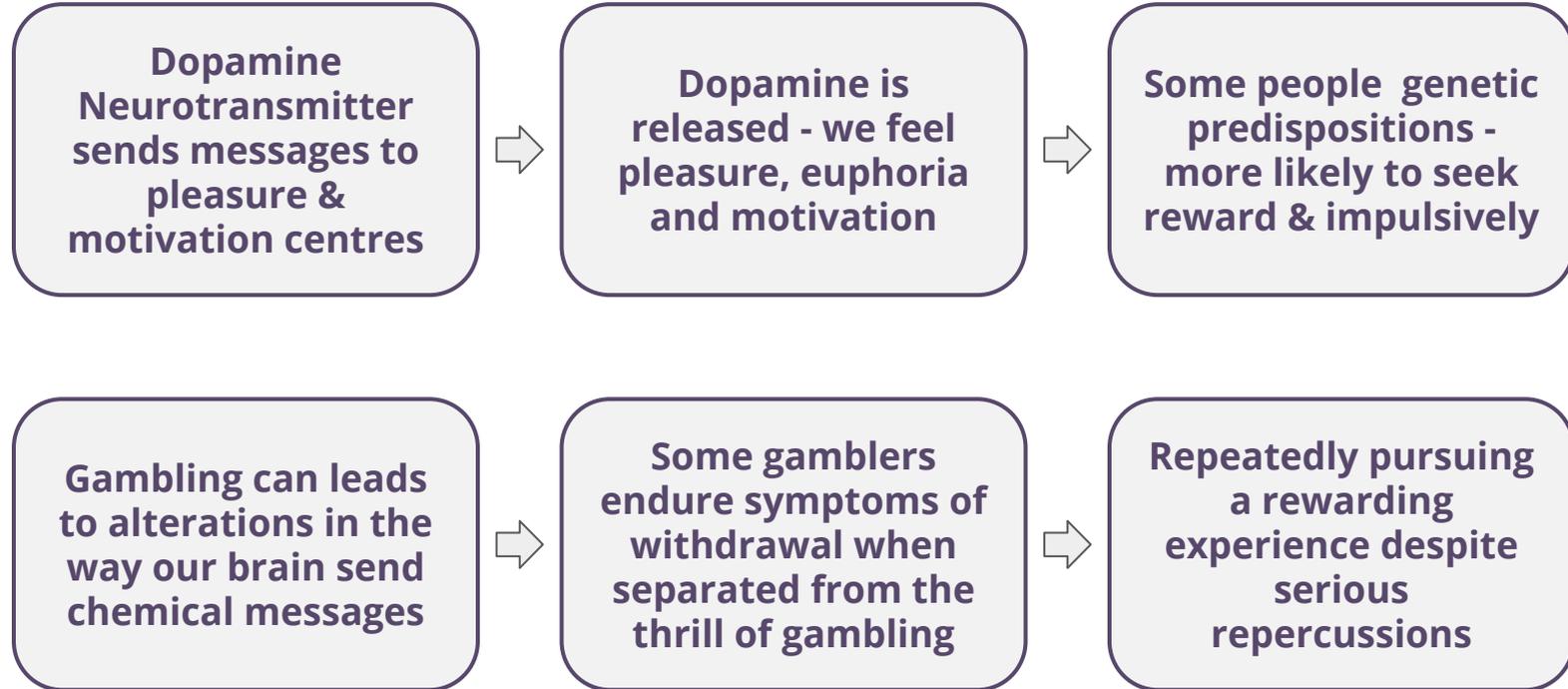
Citizens Advice has problem gambling advice that you can access [here](#)

Any Citizens Advice across England, Wales and Scotland can offer advice and information to your clients. Advice

What can you do?



Gambling affects the brain



Learning outcomes - review

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Thank you

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