

Gambling-Related Harm and Debt

Dr Jane Rigbye
Director of Education
GambleAware

Governance

- Independent registered charity, tracing existence back to the Budd Commission of 2001
- Chair – Kate Lampard CBE
- 9 trustees, independent of the industry
- Chief Executive – Marc Etches

About GambleAware



Department for
Digital, Culture,
Media & Sport

ABSIG Advisory
Board for
**Safer
Gambling**

ABSIG is the
Advisory Board
for Safer Gambling

**GAMBLING
COMMISSION**

GambleAware



Our vision is that fewer people in Britain suffer from gambling harms.

- We work to achieve our vision by making it our mission to:
 - **Broaden public understanding of gambling-related harms**, in particular as a public health issue;
 - **Advance the cause of harm-prevention** so as to help build resilience, in particular in relation to the young and those most vulnerable to gambling-related harms; and
 - **Help those who do develop gambling-related harms** get the support that they need quickly and effectively.



Aims of this session

- Overview of GambleAware's activity to reduce gambling harms
- Understanding of gambling and debt

RESEARCH & EVALUATION

- Deliver research to support the National Safer Gambling Strategy
- Enable the exchange of knowledge and application of evidence.
- Build mechanisms to allow the views and experiences of those affected by gambling related harms to be heard, and taken seriously.
- Develop approaches to grant-making that strengthen delivery and build capacity in gambling studies.
- Invest in evaluating our own activities.

The primary knowledge hub, independent thought-leader and trusted expert, speaking truth to power and giving voice to lived experience

- **Invest in research** that makes a positive and practical difference to reducing gambling-related harms in Britain;
- **Invest in education, prevention and the most effective interventions** to reduce gambling-related harms in Britain within the resources available;
- **Provide information and advice** about the nature of gambling, the risks associated and where to go for help if needed;
- **Reach out** to vulnerable groups and communities to reduce the risk of gambling related harms;
- **Work in partnership** with other organisations, agencies and experts to help reduce the risk of gambling-related harms;
- **Contribute to the development** of public policy and raise awareness of the challenges of reducing gambling-related harms.

EDUCATION & HARM- PREVENTION

- Be the go-to place for resources and support for delivering youth education, working to ensure all children have an understanding of the risks related to gambling and are resilient to those risks.
- Build the capacity of the wider workforce to identify gambling-related harms, providing benchmarks and best-practice to enable organisations to develop and implement effective identification, screening and brief intervention, particularly within organisations working with those most vulnerable to gambling-related harms.
- Increase public awareness of the risks of gambling-related harms and of the advice and support available through [BeGambleAware.org](https://www.begambleaware.org).

EDUCATION & HARM-PREVENTION

Prevention at scale



Outcomes

2,097 frontline professionals accessed training to better identify and support individuals at risk of GRH, with 100% positive feedback, and 99.6% reporting they felt better prepared to support individuals at risk of GRH.

New training and education materials were developed, and proven effective within the Citizens Advice network and frontline staff from a range of public services.

EDUCATION & HARM-PREVENTION

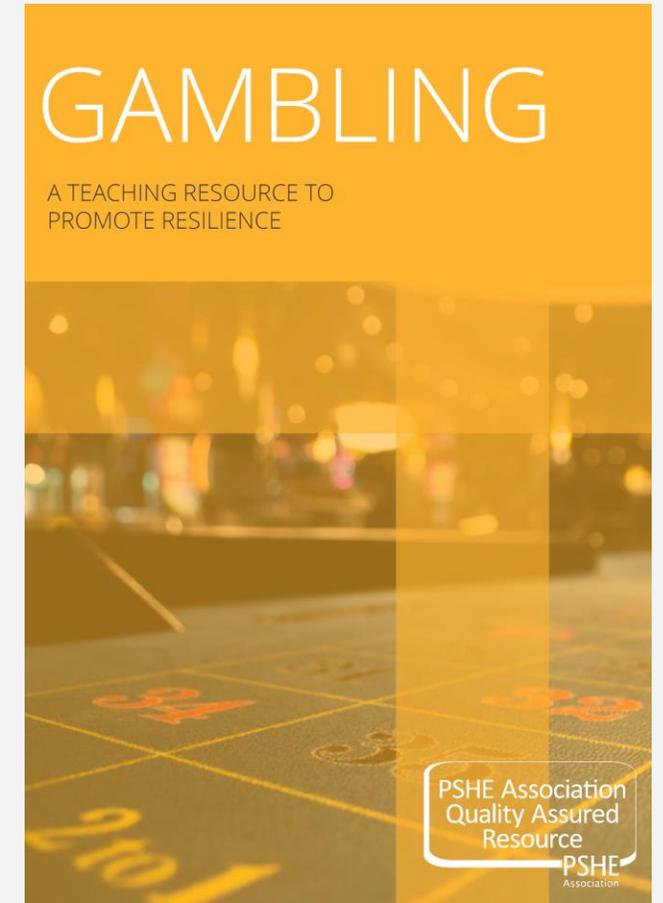
Prevention at scale

- Delivering face-to-face and online training sessions, workshops and events for frontline professionals including:
 - Citizens Advice advisers, Frontline money advisers, Local authority staff, Voluntary sector staff working with vulnerable groups including young people, Probation services, Women's Aid, MIND
- Training focused on supporting frontline professionals to spot signs and symptoms of GRH, screening and brief intervention and appropriate signposting.
- Raising the profile and awareness of GRH and the support services available at a range of local and national events
- Providing direct support to individuals experiencing gambling-related harm, including:
 - Early assessment to establish the most appropriate intervention (using CORE-10, and PGSI measures)
 - Brief information, advice and intervention using aspects of motivational interviewing, cognitive behavioural therapy and solution focused therapy to challenge harmful behaviour and encourage change
 - Where individuals needed specialist support, referrals to the National Gambling Helpline, the BeGambleAware.org website or directly to local GamCare providers.

EDUCATION & HARM-PREVENTION

Schools Education

- Materials for PSHE classes developed by Demos
 - The lessons focus broadly on resilience to reduce the risk of inadvertently promoting gambling
- Tested in schools
- Independently evaluated
- Welsh translation completed and being prepared for publication
- Collaboration with Fast Forward and Parent Zone



EDUCATION & HARM-PREVENTION

Workforce initiatives

- Gambling Health Alliance
- Brief Intervention Guide
- Online training through Royal Society of Public Health
 - Part of the Make Every Contact Count + initiative
- Financial Services – Transaction blocking
 - With the Personal Finance Research Centre – University of Bristol
- Prisons and Military

Communication initiatives

- *Aberdeen* experiment in promotion of the National Gambling Helpline and [BeGambleAware.org](https://www.begambleaware.org)
- *Love The Game* was a social media awareness initiative to stimulate a public debate among football fans.
 - The film-led initiative questioned whether the current relationship between football and betting is undermining what it means to be an authentic fan

Communication initiatives

- Launched a *Safer Gambling Campaign*
- Led by a new independent board, with representation from the Welsh Government public health community.
 - Targeting 16-35 year old male sports bettors, 1.1m of whom are at-risk or problem gamblers
 - Aimed more at those at-risk
 - £5-7m new funding from broadcasters and the gambling industry



TREATMENT & SUPPORT

- Improve identification of people who need help.
- Expand and improve treatment.
- Promote aftercare, self-help and mutual aid.
- Assure effectiveness.
- Champion a multiagency response and be known for our collaborative working.
- National Gambling Treatment Service – including the National Gambling Helpline on 0808 8020 133

NHS Northern Gambling Clinic - Leeds

- System-wide approach:
 - LCC's Financial Inclusion, PH, Licensing, Housing teams; NHS; GamCare, NECA, Krysallis
- Developing referral routes
 - Improved identification of problem gambling by GPs, MH services, Citizen's Advice, debt counselling agencies etc
 - Motivating people to seek treatment – overcoming pessimism about value of treatment; mix of walk-in services and appointments.
- Increasing capacity
 - For problem gamblers whatever the level of severity and complexity
 - Treatment providers working across organisational boundaries to create a single team providing seamless care
 - Specialist clinic providing NHS-hosted care for the first time outside London.
- Regional Hub
 - Via a hub-and-spoke model.
 - Strong DPH leadership across Yorkshire & Humber region.
 - Recognises that a specialist clinic needs to cover a large geographical area to have sufficient caseload to gain and maintain clinical competence.
- Model for NHSE
 - NHS Long Term Plan – commitment to open more clinics, expand activity.
 - Working closely with GambleAware and existing providers to develop a blended approach.
 - Drawing heavily on the Leeds approach.

Signs of Gambling-Related Harm

The following signs may indicate a problem:

- **Spending more money and time on gambling than you can afford**
- Finding it hard to manage or stop your gambling
- Having arguments with family or friends about money and gambling
- Losing interest in usual activities or hobbies like going out with friends or spending time with family
- Always thinking or talking about gambling
- **Lying about your gambling or hiding it from other people**
- **Chasing losses or gambling to get out of financial trouble**
- **Gambling until all of your money is gone**
- **Borrowing money, selling possessions or not paying bills in order to pay for gambling**
- Needing to gamble with larger amounts of money or for a longer time to get the same feeling of excitement or buzz
- Neglecting work, school, family, personal needs or household responsibilities because of gambling
- Feeling anxious, worried, guilty, depressed or irritable.

Discussion:

Where does responsibility lie?

- Where does responsibility lie for tackling gambling-related harm?
- What can your organisation do?
 - Which people are responsible in your organisation?
- What should other organisations do?

“Advice agencies need to be aware that some individuals with debt problems may have a gambling problem. These agencies have the **potential to play a key role** in identifying signs of problem gambling, making interventions and signposting clients for help where appropriate.” (RGSB, 2015)

Brief Intervention

[about.gambleaware.org/prevention/resources/](https://www.gambleaware.org/prevention/resources/)

Lie/Bet Questionnaire:

1. Have you ever had to lie to people important to you about how much you gambled?
2. Have you ever felt the need to bet more and more money?

Administer Lie/Bet Questionnaire:

“Yes” response to one or both items: Further assessment is needed. Refer to National Gambling Helpline

“Would it be helpful to look at some options that have been helpful for other people? There are some effective strategies available to help people stop gambling, such as letting a loved one take care of your finances for a while or self-exclusion. It could be helpful to look at whether any of these are worth trying for you.”

Sources of further help and support

 **NATIONAL GAMBLING HELPLINE**
0808 8020 133

BeGambleAware.org[®]

about.GambleAware.org

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