

Gambling Harm

Introduction & Awareness

Caitlin Tempest



citizens
advice

BeGambleAware.org[®]

The Gambling Support Service



**Raise
awareness**

**Deliver
training**

**Support
you to
support
others**



**What is
gambling?**

What is gambling?

The Gambling Act 2005 is the basis for virtually all regulation of gambling in Great Britain.

- *Gambling is betting, gaming or participating in a lottery, where gaming means playing a game of chance for a prize and a prize is defined as money or 'money's worth'.* (The Gambling Act 2005)

The 2005 Act also specifically regulates Internet gambling for the first time and now the law permits gambling companies to advertise on television and radio.

Types of gambling



- 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)
- Machines (fruit machines, betting terminals)





Other Gambling

▶ Finances



▶ Competitions

Win £60,000 and a Holiday to Australia!
 Text: **CELEB to 68123**
 Visit: itv.com/comps or stv.tv/win
 Call: **09068 788 123**

WIN £55,000 OF FANTASTIC PRIZES!
 Complete the title of the following TV gameshow featuring Dale Winton, "Supermarket...?"
 (A) Vacuum
 (B) Dust
 (C) Sweep
 Call: **09012 93 33 33**
 Text: A, B or C to 83336
 Press your red button now Visit ITV.com

Comper's News
 ENDLESS SUMMER
 MY £25,000 HOLIDAY WIN

▶ Gaming

10th Anniversary Sale
 50% OFF Coins and Spins
 BUY NOW This till 23.59.00

Thanksgiving SALE
 30% OFF Coins & Spins
 BUY NOW This till 23.59.00

CARDS BOOM
 GET 50+ MORE CARDS FROM ALL CHESTS
 Buy Chests This till 23.59.00



5 LOOT BOXES
 11 LOOT BOXES
 24 LOOT BOXES
 50 LOOT BOXES

Social acceptability

Calling gambling 'gaming'

Marketing and advertising

Emphasise fun and excitement

Socialising (with peers)

Different gambling behaviours



Access to gambling

So many platforms to choose from

Mobile technology increasing access

FOBT: Casino on the high street

Marketing, sponsorship and advertising

Gamble at home, on your own, any time of day



7,315

Betting Shops

98,174

Employees

1639

Arcades

N° 3

worldwide

£14.2b

GGY

0%

mandatory levy

140

Casinos

650

Bingo Halls

£2.5b

Profit - Machines

Why do people gamble?



Recreation
Relaxation
Socialising
Stimulating

Money, Debt
Hope
Winning
Better life

Learned
Peer pressure
Habit
To feel better

Challenge
Skill, Thrills
Hobby
Taking risks

Escapism
Loneliness
Passing time
Boredom

Entertainment

Success

The norm

Anticipation

Charity

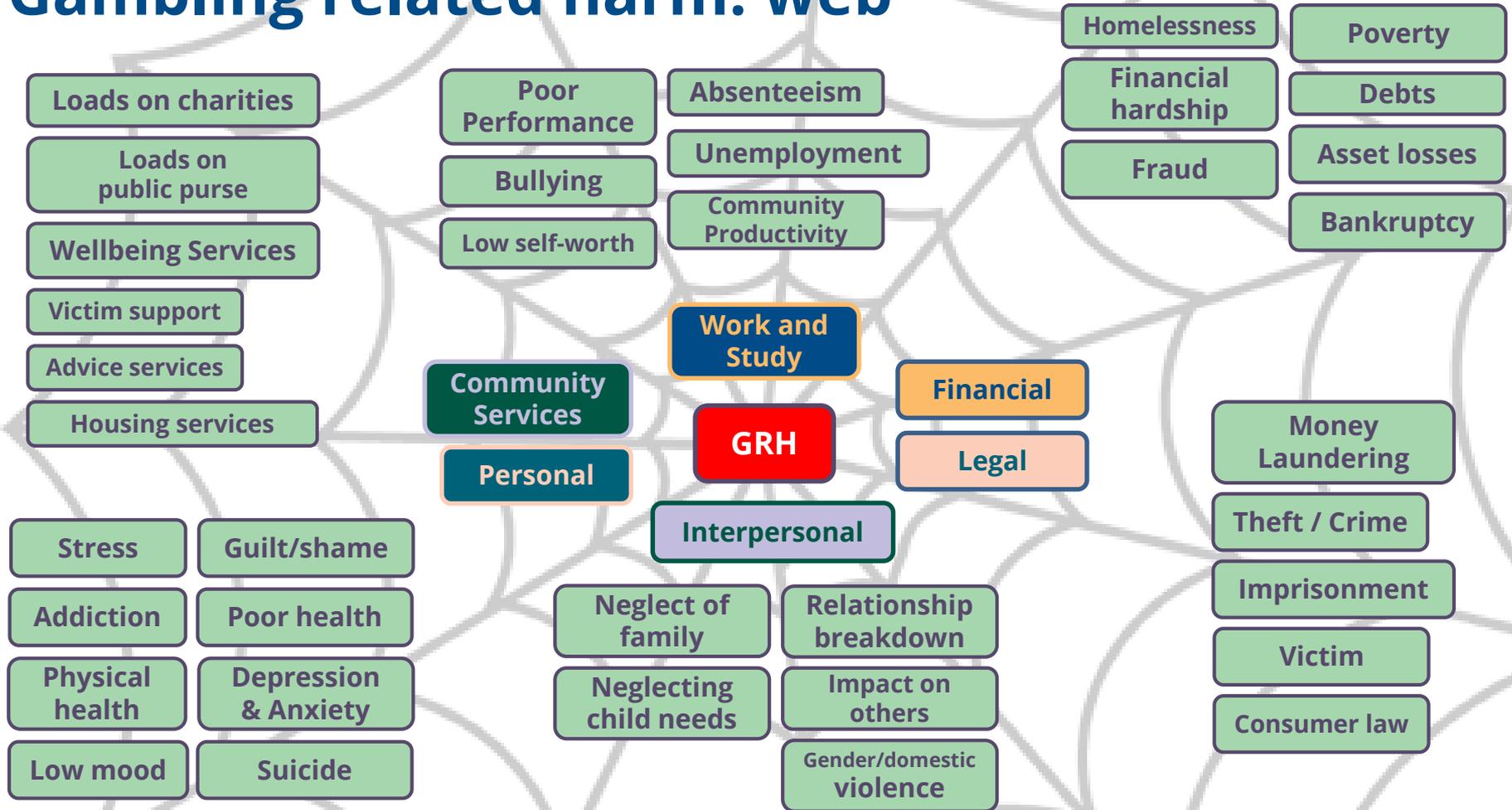
**What is
gambling harm?**

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

Gambling harms include the personal impacts faced by individuals who gamble, as well as associated impacts on family and friends.

The cost to society of gambling harm is substantial – approx. £1.2b

Gambling related harm: web



Problem Gamblers: 430,000
At-Risk Gamblers: 1.98m

Up to **10 other people** are
affected by someone else's
gambling problem



**What are signs that
someone might be
experiencing
gambling harm?**

Gambling Harm Indicators

**Relationship
breakdown**

**Worried,
agitated, upset
for no apparent
reason**

**Low mood,
no way out**

**Being late, not
answering
phone calls**

**Multiple cash
withdrawals**

**Arrears
rent/mortgage
essential bills**

**Unexplained
expenditure**

**Erratic
payments**

**Secretive or
defensive
about money**

**Absent from
work, or
education**

**Items/
valuables
missing from
home**

**Using food
banks - no
food in house**

The harms from gambling go undetected for many people **despite their contact with health, advice and support services**

Clients do not present with gambling issues but they seek support for so many harms from gambling which we see all the time

How do we know gambling isn't behind one of these issues unless we ask?

Mental health issues
DAF applications
Relationship breakdown
Criminal law
Debt issues
Hire Purchase arrears
Food vouchers
Distressed / in crisis
Budgeting
Homelessness
Rent arrears
Dismissed from work
No essential home items
Education issues
Clients not engaged

What can you do to help?

MECC - Make Every Contact Count

Use the opportunities you already have to have a meaningful conversations to improve client's mental well-being and reduce health harming behaviour.

- Purposeful
- Personal
- Non-confrontational
- Confident



CAVUHB MECC VIDEO



Time-dependent Support Options

Limited
Time

- Provide links to single point of access
- **Task/Refer to Regional GSS Project Worker**

Any
amount
of time...

- Provide links to single point of access
- **Task/Refer to Regional GSS Project Worker**

More
Time

- Build rapport
- Talk through self-help
- Signpost/refer to support services
- **Task/Refer to Regional GSS Project Worker**

“Would it be ok to have a quick discussion about gambling? We like to cover this with all of our clients.

Could we just take this opportunity talk about how gambling fits in to your life. Do you gamble at all?

We're trying to improve our service and we're offering screening for gambling. It only takes a few minutes?

While we're discussing income and spending, could I ask if you gamble at all?

Can we work through a few quick questions called a gambling screen? The screen provides a personal result.

We offer a gambling screening that could help you further. Do you want to take up this opportunity?

We have already discussed confidentiality but I just want to restate that this discussion will be confidential.

This is a screening questionnaire. Can we work through the questions together?

We offer a gambling screening to all our clients. Can I ask you a few questions?

Can I start by asking a few questions relating to our Gambling Support Services project?

Reducing Gambling-Related Harm

As part of our service we are introducing a screening for all clients. Please complete the below:

In the last 12 months:

0 = Never, 1 = Sometimes, 2 = Most of the time, 3 = Almost always

Have you gambled in a casino, bookmaker, online, sports venue, arcades or bingo halls, bought lottery or scratchcards or other similar activities?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Have you bet more than you could really afford to lose?	0	1	2	3
Have people criticised you or said that you have a gambling problem, whether you thought it was true or not?	0	1	2	3
Have you felt guilty about your gambling, or had to lie to people important to you about how much you gamble?	0	1	2	3
Have you been affected by another person's gambling?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Thank you. Gambling can harm your health and relationships, and leave you in serious debt. There's evidence that gambling treatment can be even more successful than for other addictions. We can provide further information and refer you for help and treatment.

Are you happy to be contacted directly by our Gambling Support Services coordinator?	Yes	No
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National Gambling Helpline
 Freephone 0800 8020 133
 24 hours, 7 days a week

LIVE CHAT with our website



Client/Supporter Name (Printable)	Unit
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“As part of our service we have a screening for all clients. Are you happy to answer some further questions?”



Screening – GAST-G

Never (0)

Sometimes (1)

Most of the time (2)

Almost Always (3)

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 or had to lie to people about the way you gamble or what happens when you gamble?

Screening – GAST-G

Friends/Family

In the last 12 months, have you been affected by another person as a result of their gambling?

Yes No

Always include examples, such as... in a casino, amusements, bookies, online betting, at a sports venue, buying scratchcards, lottery tickets, visiting arcades or bingo halls, or other similar activities?

"I found little support for safer gambling. My gambling issues and deteriorating mental health lead to a breakdown. I feel there isn't strong enough or visible enough barriers when online gambling to help stop me gambling before it reached crisis point. Being allowed to get more loans and more credit in quick succession was not financially healthy or good for my well-being. I was coming in for debt help due to gambling, I then completed the gambling screening.

If there wasn't the gambling screening included then I would never had told any advisers."

**Help available to
people experiencing
gambling harm.**

The National Gambling Treatment Service is a network of organisations providing free treatment across England, Wales and Scotland.

Support from a variety of providers can include:

24/7 National Gambling Helpline and live webchat 365 days a year

Daily online group chat rooms, and fellowship support meetings

Free 1:1 counselling

Residential rehab treatment

Retreat counselling programmes

Recovery housing

Moderated online forums and messaging boards

1:1 mentoring and individualised support plans

8-week online recovery courses

Access to free blocking software



Single points of access

BeGambleAware.org[®]



National Gambling Helpline

Freephone 0808 8020 133

24 hours, 7 days a week

LIVE CHAT
talk live online

Counselling



1:1 counselling for people experiencing problems with their own gambling or that of a family member.

Trusted GamCare partner, delivers free counselling in Wales.

0330 1340286

info@recovery4all.co.uk

ARA is our local treatment provider as part of the National Gambling Treatment Service

- free gambling counselling service, available for problem gamblers and their families. Extremely effective in gambling harm recovery. Open referrals available via personalised CARCT referral form.



Self Exclusion

Self-exclusion

Self-exclusion is a process where you can ask a gambling business/operator to exclude you from gambling with them for a set length of time – usually between 6 months and 5 years. Self-exclusion is free. Shorter time frame is referred to as time-out.

Blocking software

Blocking software is computer programming that limits access to websites or other services available over the internet. Usable on desktops, laptops, smartphones, tablets and other online devices. Some services are free, some have a subscription fee.

Self Exclusion

MULTI OPERATOR
SELF EXCLUSION SCHEME
FOR BETTING SHOPS



(Land-based)
Venue
exclusion
services



Arcades / Adult
Gaming Centres



FREE,
UK-wide



(Remote)
Online
blocking
software
services



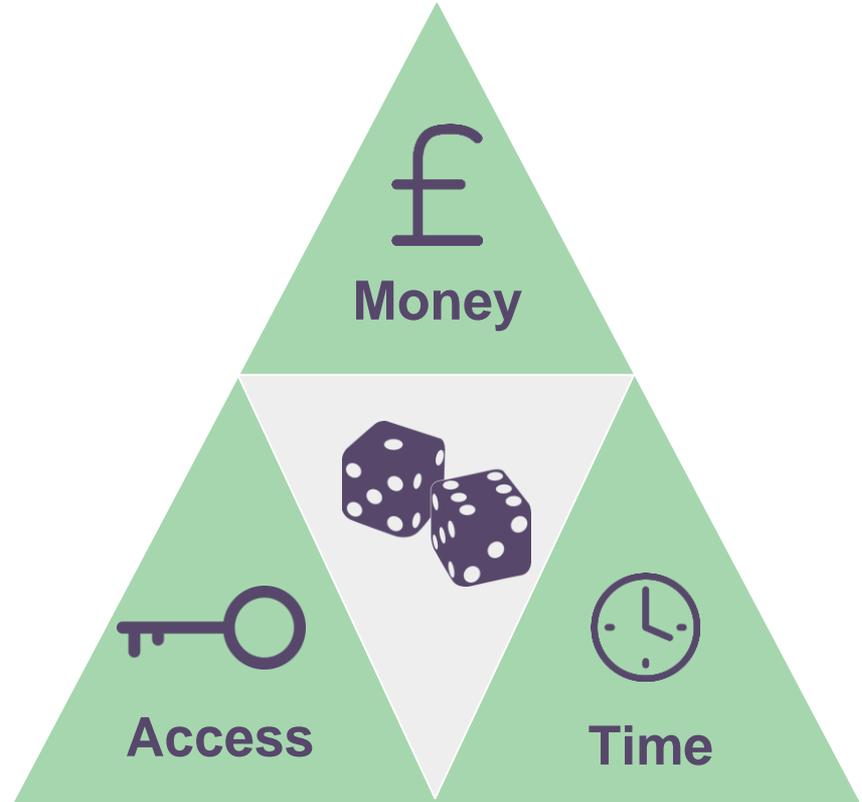
Most effective
in independent
research



Approach to advice

All clients need time, money and access to gamble

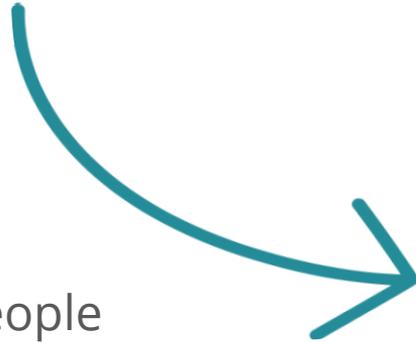
If discussing client's gambling activities in more detail – focus on gathering information from these 3 areas



Support available

Citizens Advice provides basic assisted information and guidance on the [help with gambling problems](#) page on Adviceguide

Citizens Advice helps give people knowledge and confidence to find their way forward are, and whatever their problem.



The screenshot shows the Citizens Advice website interface. At the top left is the 'citizens advice' logo. Below it is a dark blue navigation bar with white text for 'Benefits', 'Work', 'Debt and money', 'Consumer', and 'Housing'. Below the navigation bar is a breadcrumb trail: 'Wales > Debt and money > Get help with gambling problems'. The main heading of the page is 'Get help with gambling problems' in large, bold, dark blue text.

For further help or additional training please get in touch:

South/West Wales - caitlin.tempest@carct.org.uk

gamblingsupport@citizensadvice.org.uk

Project running until May 2021

