

Thank you for joining us today



Ensure your microphone is turned off.



Ensure your camera is turned off.



Use the chat function to ask questions.



This seminar may cover some sensitive issues.

If you find any of the content distressing, please feel free to take a break or leave and re-join.

ann craft trust

acting against abuse

Prevention
act before abuse

Safeguarding Adults Week 2025



'Bet You Can Help Now!'

Gambling Related Harms
Training Programme

Kai McConkey: Community Engagement Lead (Dorset/Wiltshire)
Ara Recovery For All – Gambling service

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PRACTICAL FIRST AID FOR
GAMBLING RELATED HARM

Ara Recovery for All

Charity No. 1002224



Ara Recovery for All is a charity supporting people with housing, drug & alcohol, mental health (within Bristol) and gambling harms within South West and Wales.

- Ara offers **free advice and information**, together with **free one-to-one counselling, group sessions and aftercare** for people experiencing problems with **their own gambling**, and for those who are **affected by someone else's gambling**.
- Ara is part of the **National Gambling Support Network** and since 2019 has been the regional provider of education, prevention, treatment and support services for all of Wales and the South West of England.
- In 2023 – 24, Ara provided support for over 1,750 clients experiencing or affected by gambling related harms and provided information, advice, guidance and education to over 25,000

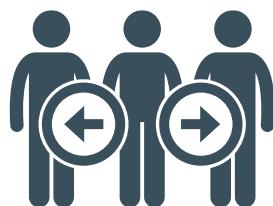
The 'Bet You Can Help' Framework



First aid approach to GRH - first point of contact with an 'every contact counts' focus.



Equip learners with GRH knowledge, skills, and attitudes to provide a competent early brief intervention.



Signpost and refer to individuals to appropriate specialist service provision.



Education & Prevention



Treatment & Support

How to Refer for Support – Wales and South West England

Referral by you -

Provided verbal consent has been gained by the individual, you can send their name, DOB and phone number to the below email address:

Ara Gambling Service:

ARAGamblingService@recovery4all.co.uk

Website:

www.recovery4all.co.uk/make-a-referral/#Book-an-appointment

Tel:

 0330 134 0286



Self referral -

If the individual would prefer, they can self-refer. Please either provide them with one of Ara's cards or leaflets, or direct them to Ara via the below

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National Gambling Support Network



Regional NGSN Partners

1. Scotland - RCA Trust
2. North East & Yorkshire - NECA
3. North West - Beacon Counselling Trust
4. Yorkshire & Humber - Gamcare
5. Midlands - Aquarius / Gamcare
6. South West & Wales - Ara Recovery for All
7. South East & East England - Breakeven
8. London & Home Counties - BetKnowMore / Gamcare

Lived Experience / Peer Support

1. BetknowMore
2. Epic Restart
3. Reframe Coaching

Tier 4 Support

- Gordon Moody (Manchester / Dudley / Beckenham)
- Adferiad (Lancashire / North Wales)
- Primary Care Gambling Service (National)

NICE Guidelines Jan 2025 - identifying, assessing and treating gambling related harms

Ask people about gambling in the following situations because they may be at increased risk of gambling-related harm

- Mental health problem or concern
- At each key contact with the criminal justice system
- Alcohol or substance dependence, especially use of cocaine
- At risk of or experiencing homelessness
- Financial concerns, Debt etc
- Safeguarding issues or violence, including domestic abuse
- Family history of gambling harms or alcohol or substance dependence

NICE National Institute for
Health and Care Excellence



Gambling-related harms:
identification, assessment
and management

NICE guideline
Published: 28 January 2025

www.nice.org.uk/guidance/ng248

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Today's session

1. Understanding Gambling Related Harms
2. Practical Tools For Gambling Related Harms
3. How to Refer / Client Journey



Section 1

Understanding Gambling Harms



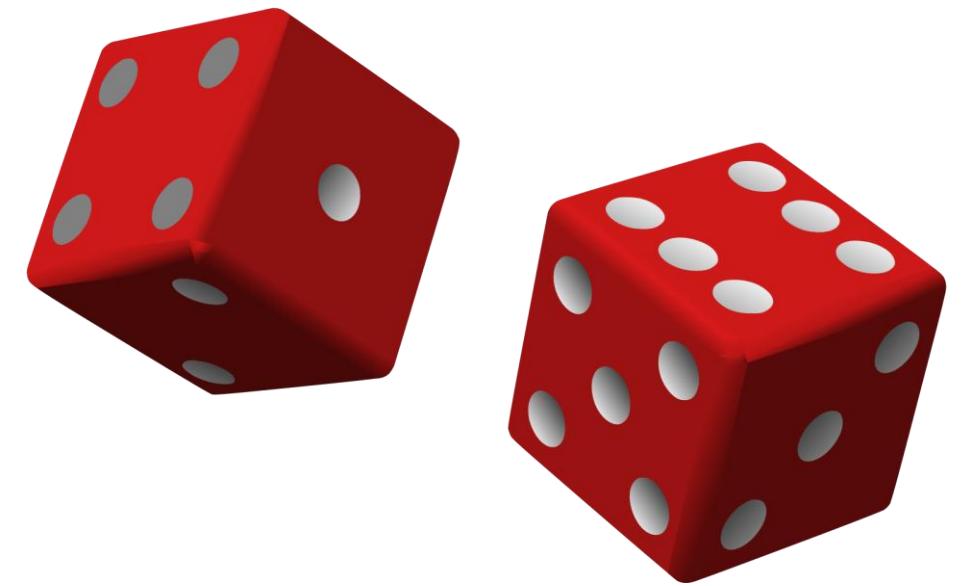
Defining Gambling & Gambling Related Harms

Gambling

‘To stake or risk money, or anything of value, on the outcome of something involving chance.’

Gambling Related Harms

‘Gambling-related harms are the adverse impacts from gambling on the health and wellbeing of individuals, families, communities and society. These harms impact on people’s resources, relationships and health.’



What do gambling harms look like?



What do gambling harms look like? What is your perception of a gambler?

Gamble Aware video



Thinking outside the box for Gambling Related Harms

Why Gambling Harms Are Hard to Spot

- Gambling often concealed and done in private
- Stigma and shame leads to secrecy and denial
- Harms build up gradually over time
- Financial issues are easy to conceal
- Signs are not always obvious or well understood
- Normalised in advertising, media and culture
- Often linked with mental health issues
- Can be hidden behind many other 'symptoms' which draw the focus, so the underlying gambling harm isn't addressed

Signs To Look For (Friends/Family/work/Clients)

- Lateness (especially if out of character)
- Absenteeism
- Change of character
- Withdrawn/Disconnected/Distracted (eg Phone)
- Mood changes - irritability, anxiety, stress
- Social withdrawal - avoiding friends or usual activities
- Signs of unexplained reduced spending / disposable income
- Signs of self neglect
- Early wages/Advances



Gambling Harms Vulnerable Groups

- Young People
- Looked After Children - Risk Taking
- Students
- Offenders
- Armed Forces Community
- Homeless
- Males
- Black and Minority Ethnicities (BAME)
- Culturally and Linguistically Diverse (CALD)
- Travelling Community
- Elite Sports people



GambleAware Stigma Harms Language Guide



GambleAware

12 ways to reduce stigma when discussing gambling harms – a language guide

What is stigma and why does language matter?

Stigma is a process that results in people being viewed as being of lesser worth than the rest of the population. For people who experience gambling harms, stigma can be a significant challenge. It's a barrier to self-identifying, a barrier to support seeking, and drives harm in itself. The stigma around gambling harms is pervasive but can be reduced with respectful and non-judgemental language.

Who is this guide for?

It is not our intention to criticise others for using stigmatising language, but we are keen to provide guidance for ourselves and others working in the sector (e.g., gambling companies, government, health bodies, researchers and support or education professionals) to help reduce the stigma around gambling harms.

What is this guide?

This guide aims to reduce stigma by giving examples of language to avoid when talking about gambling harms, and alternatives that help reduce stigma. It was produced after an analysis by Sign Salad (an independent award-winning cultural insight agency specialising in language analysis) and refined by GambleAware, a peer reviewer, and those with lived experience. This page includes some contextual information on the process whilst page two provides a summary of the semantic findings.

This is not an exhaustive guide. Language constantly evolves, and this guide will be updated in line with findings from our stigma research programme and wider feedback. For access to the longer executive summary or to provide any feedback, please contact us at research@gambleaware.org

Key things to consider when discussing gambling harms

Ideas to use

- 1 Use 'person-first' language that shows an individual is more than just someone experiencing problems with their gambling. Terms such as 'someone who is experiencing gambling harms, has problems with their gambling, has a gambling disorder or gambling addiction' help reassure those experiencing harm that they are not to blame, and are not defined by their gambling behaviours.
- 2 Encourage empathy, by depicting those experiencing harm within the context of their careers, families or other positive contributions to society. This communicates that these are otherwise successful people who face challenges in a particular area and shows that anyone can experience harms from gambling.
- 3 Use a peer-to-peer and inclusive tone of voice to build relatability, such as 'let's' or 'we're'. Amplify the voice of the community with lived experience by using their own testimony, words and representatives.
- 4 Use a journey metaphor, describing individuals as on a new path, taking the next step, overcoming obstacles or experiencing ups and downs, to communicate the potential for positive progress, while acknowledging challenges along the way.
- 5 Emphasise the underlying drivers, contextual variables, policy and wider inequalities linked with gambling harms to position gambling harms as a public health issue and encourage shared responsibility in looking for solutions, rather than suggesting that those experiencing gambling harms are inherently prone to harm or need to overcome these alone.
- 6 Signpost where those experiencing harms can go to receive advice, tools and support. This helps to increase awareness of support available and normalise support seeking, working to increase uptake of support. It avoids positioning support seeking as a sign of weakness or something to be ashamed about. The following text can be used:

Anyone concerned about their gambling, or that of a loved one, can find free and confidential support instantly by searching GambleAware or contacting The National Gambling Helpline on 0808 8020 133.

Things to avoid

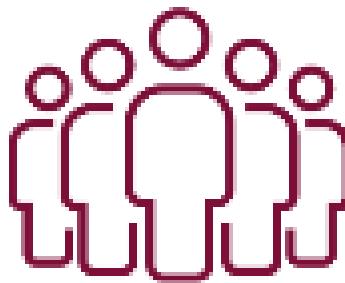
- 7 Avoid reductive language that reduce someone's identity to their behaviour, labelling them as the problem and to blame. This is the opposite of 'person-first' language and includes negatively-framed labels such as 'gambling addict' and 'problem/disordered/pathological/compulsive gambler'.
- 8 Avoid pathologising those experiencing gambling harms with language such as sick, diseased, addictive personality or addict. This can mark those experiencing harm as inherently abnormal and/or unhealthy, wrongly implying that it is a chronic, potentially incurable condition that defines who they are.
- 9 Avoid drawing causal links and generalising between those who gamble with a drug dependency is the same as someone with a gambling disorder. Avoid references to a gambling binge or lifestyle which generalises and suggests indulgence.
- 10 Avoid attempting to negate a stigmatising frame, e.g. saying that someone is no longer a gambling addict or clean. This doesn't work to reduce stigma, as the reference to addict or dirty still furthers stigma. Instead, use positive frames, stating that someone is abstaining or in recovery from gambling, or focus on positive aspects of their life beyond gambling harms.
- 11 Avoid paternalistic language, such as rigid rules or do's and don'ts lists that can convey a strict, top-down tone, framing those experiencing gambling harms as irresponsible children in need of stern guidance. References to responsible gambling can imply that someone experiencing harms is irresponsible; more useful terms include lower risk or harm reduction strategies. These show that factors beyond the individual's control can increase their risk of harm, but recognise that there are things they can do to reduce their risk.
- 12 Avoid disempowering language that implies weakness, such as referring to those experiencing gambling harms as desperate. Metaphors linking recovery to combat, such as addiction or avoided.

<https://www.begambleaware.org/sites/default/files/2023-04/Stigma%20Language%20guide.pdf>

Gambling Related Harms - Facts & Figures



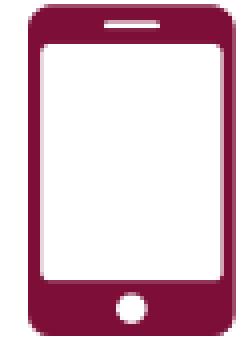
48% of adults gambled in the last month. 27% gambled when lottery draws are excluded (Gambling Commission, 2024).



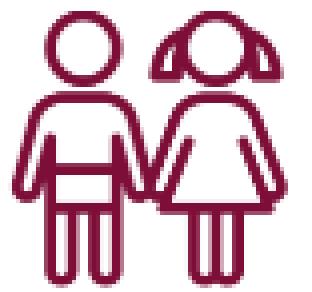
Among adults who gamble, 4.2% had an 8+ PGSI score and a further 19.7% can be considered at low to moderate risk (Gambling Commission, 2024).



55,228 calls and online chats via the National Gambling Helpline in 2023/24 (GamCare, 2024).



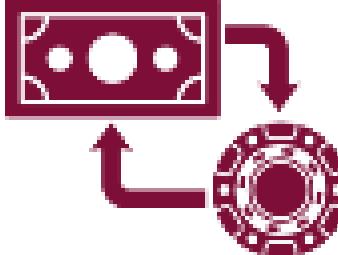
Participants are more likely to gamble online than in person – 37% v 29% (Gambling Commission, 2024).



27% of young people aged 11-17 report that they have gambled in the last year. (Gambling Commission, 2024).



11,000 people accessed treatment and support from the National Gambling Support Network in 2023/24 (GambleAware, 2024).



2024 Industry annual Gross Gambling Yield £15.6 billion, with approximately 10% spent on advertising (Gambling Commission, 2024).



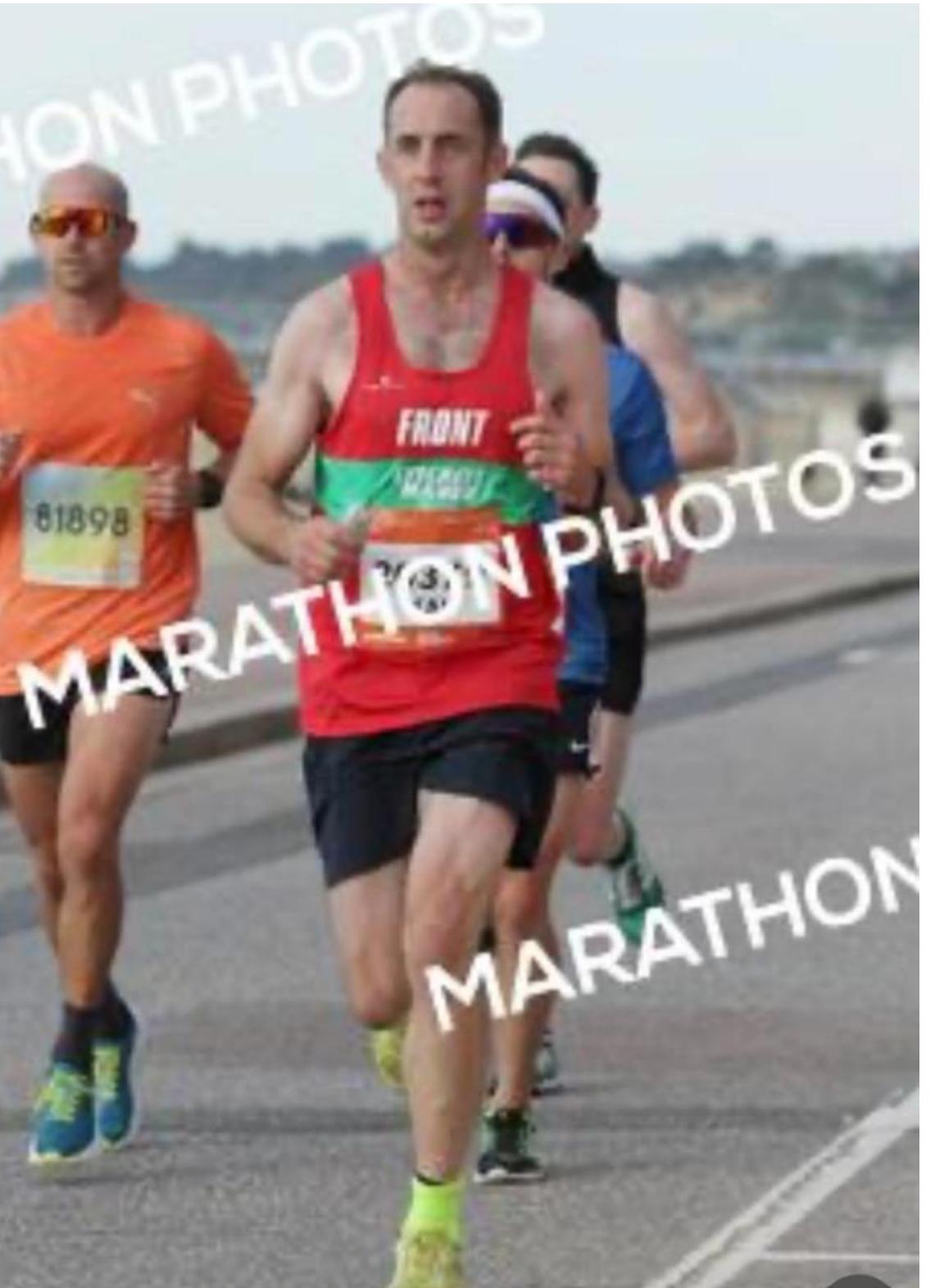
6-10 people are harmed by another person's gambling, with 4.3 million estimated to be 'affected others' in Great Britain (Citizens Advice, 2018).



1 in 10 people who gamble had considered suicide and, of these, 4.9% said this was related to their gambling (Gambling Commission, 2024).

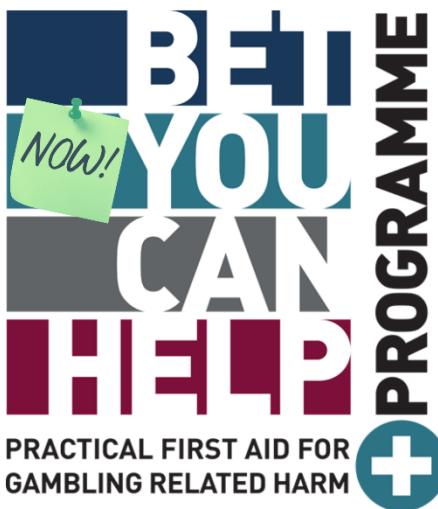


Kai – My story



Section 2

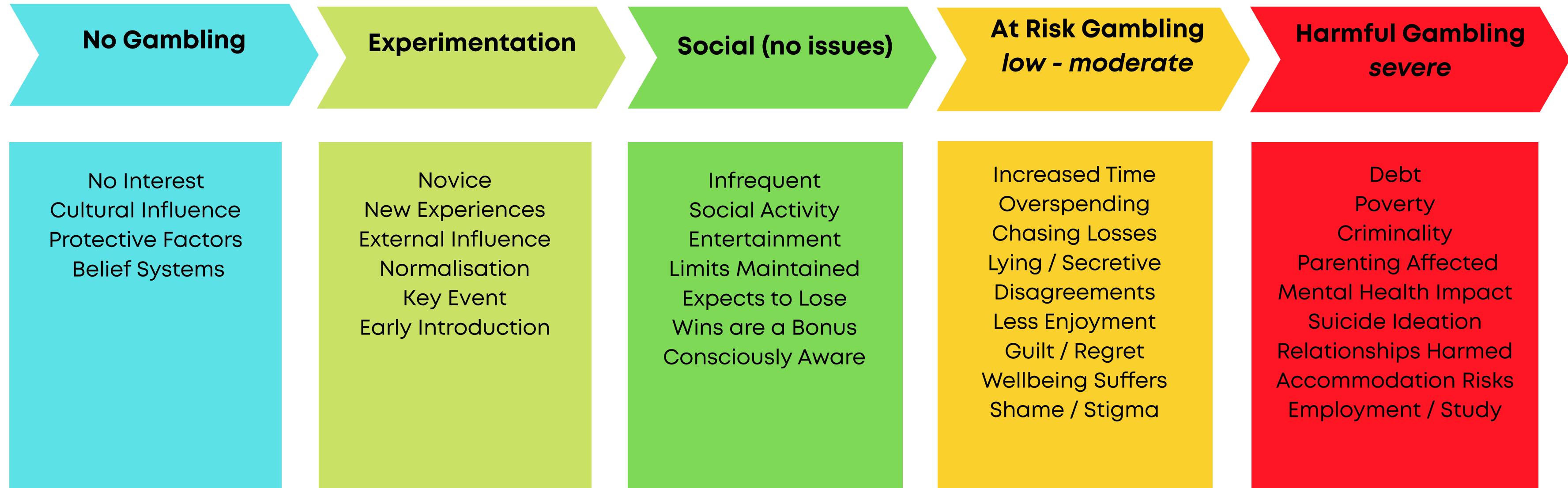
Practical Tools



GRACE

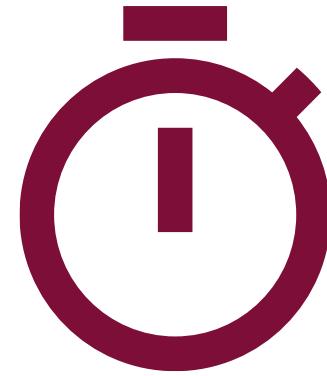
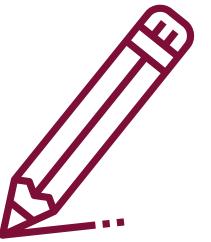


The Gambling Continuum

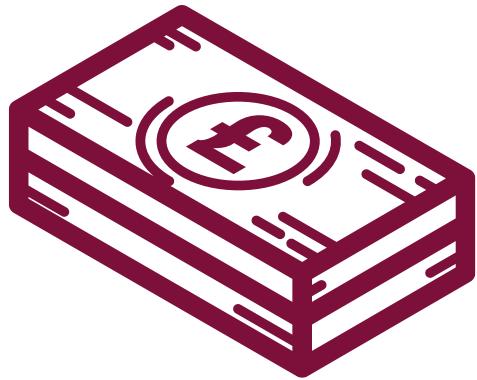


The Rule Out Question?

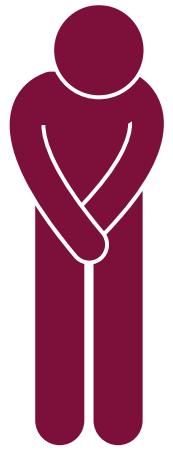
Has your gambling or the gambling of someone close to you had a negative effect on your life?



Losing track
of time



Losing more than
you can afford



Feeling ashamed,
guilty or secretive

- Important to include this (or a similar question) at screening/triage/registrations/initial interviews
- Without asking this, if gambling harms are present, only the symptoms may be addressed and not the root cause
- Helps with early interventions, reduces stigma, normalises the topic, and enables disclosure

Gambling Conversations

While the Rule Out question is a valuable starting point, it is most effective when part of a broader conversation.

We encourage following up with open dialogue about gambling or adapting your approach when the question may not fit the situation.

- Choose right moment/location/setting
- Be supportive and empathetic
- Be patient and respect their readiness to talk
- Normalise the conversation
- Offer help in getting support



The Mini Screening Tool (PGSI)

Thinking about the last 12 months...

- 1) Have you gambled more than you can afford to lose?**

- 2) Have people criticised your gambling or told you that you have a problem (regardless of whether you agreed)?**

- 3) Have you felt guilty about the way you gamble or what happens when you gamble?**

- 4) Have you been affected by another person as a result of their gambling?**

PGSI Mini Screening Tool for Non-Specialist Services

 PGSI Mini

The aim of the Problem Gambling Severity Index Mini Screening Tool is to implement support and assistance relating to gambling behaviours that identify possible indicators of 'risk' or 'harm' and may require onward referral to a specialist service provider.

Consent and confidentiality should be maintained through ensuring the facilitator of this form adheres to their organisation's own Privacy Policy and GDPR regulations.

PGSI Mini Screening Entry Screen

Date	Organisation	Completed by
------	--------------	--------------

In the last 12 months, have you gambled in a casino, bookmakers, online, at a sports venue, by buying scratch cards, visiting arcades or bingo halls, or other similar activities?

Yes	No	If yes, please complete the questions below:	
-----	----	--	--

1. In the last 12 months, have you bet more than you could really afford to lose?

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

2. In the last 12 months, have people criticised your betting or told you that you had a gambling problem (regardless of whether you thought it was true)?

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

3. In 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)
-----------	---------------	----------------------	-------------------

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

Yes	No	If yes, then referral for support should be offered.	
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PGSI Mini Screening Scoring*

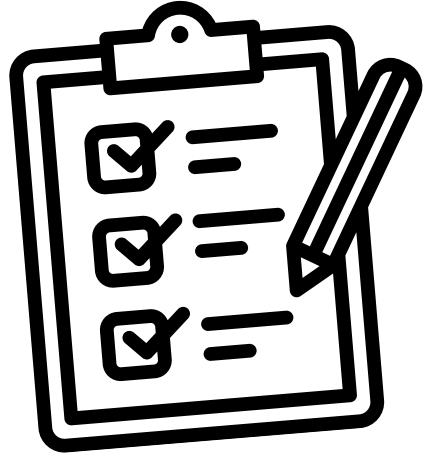
Score Total:

*Scoring the PGSI Mini Screening Tool. Summing up the scores from the three questions will generate a total score of between 0 and 9. A score of 3 or more suggests harmful gambling and requires a referral for more specialist screening and support. All those that score 1 or 2 should be offered referral to gambling support through self-help materials as this is an 'at risk' group. This group should also be offered the option of full screening and encouraged to do so. Those that indicate being affected by another person, as a result of their gambling, should be offered referral for support also. No further action is needed for respondents who score 0.

I agree to a referral being made for a full screening and support to Beacon Counselling Trust / ARA.

Name	Signed	Tel:
------	--------	------

Scoring - The Mini Screening Tool (PGSI)



Score = 0
Social
↓

Score = 1-2
At Risk
↓

Score = 3+
Harmful
↓

Tier 1
Prevention
Education
Positive Reinforcement

Tier 2
Brief Advice
Referral / Signpost
to Support

Tier 3
Referral to
Specialist Treatment
Providers

Self exclusion and what is it?

Self exclusion is a process where an individual can ask a gambling operator to exclude them from gambling for a set length of time – usually between six months and five years.

In practice, it means you will be refused service in the venues where you have self excluded.

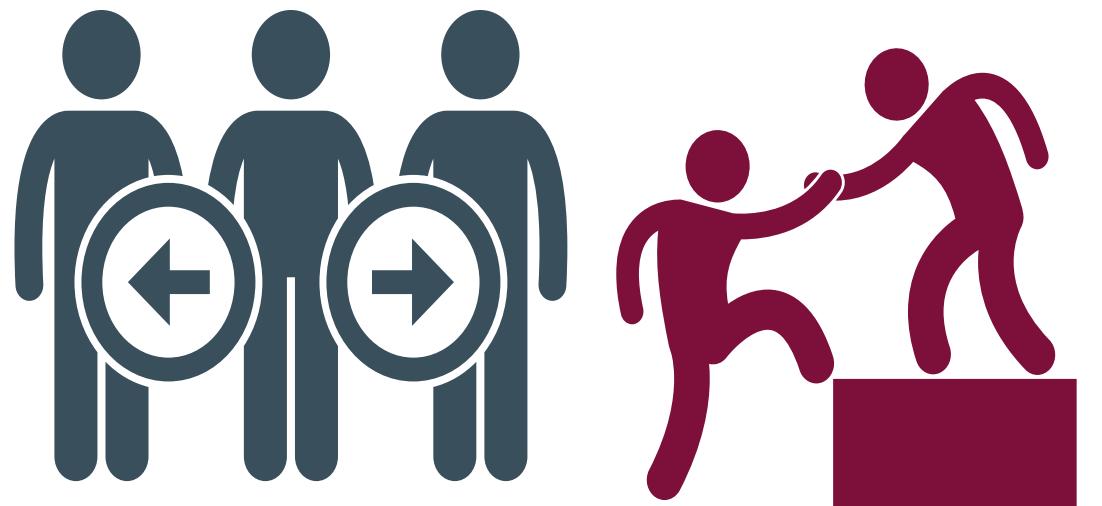
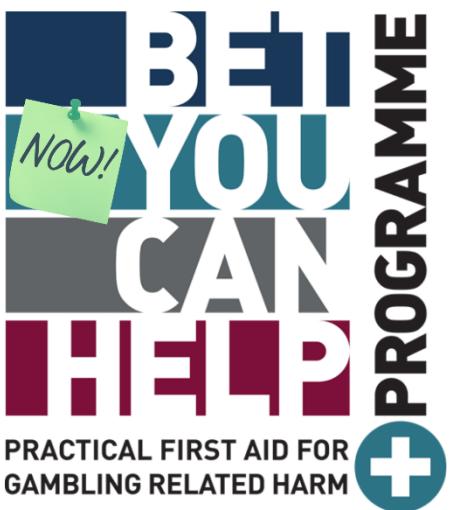


Self Exclusion Schemes

How to self-exclude from	Online Gambling	Bookmakers or Betting Shops	Land Based Casinos	Land Based Bingo	Amusement Arcades and Gaming Centres	High Street Bingo and Gaming Centres
Who runs the scheme?	Gamstop Group - independent not-for-profit organisations	Gamstop Group - independent not-for-profit organisations	Self Enrolment National Self Exclusion Ltd - on behalf of casino industry	The Bingo Association - The trade association for GB licensed bingo operators	BCATA - Trade body which represents high street gaming and amusements manufactures and operators	Boomerang Digital - a technology company specialising in gaming
What do I need to do?	Visit gamstop.co.uk and follow the instructions	Call 0800 294 2060 to start the process	Visit senseselfexclusion.com and follow the instructions	Contact your local licensed bingo premises in person or by phone	Visit your local arcade or gaming centre	You can call 0844 884 3433 or visit your local gaming centre
More information?	Visit www.gamstop.co.uk or call 0800 138 6518	Visit selfexclusion.co.uk or call 0800 294 2060	Visit senseselfexclusion.com or email info@sensescheme.com	Visit bingoassociation.com or call 01528 860921	Visit: bacta.org.uk/safergambling Call 020 3930 9769 Email selfexclusion@rbw.systems	Call 0844 884 3433

Section 3

How to Refer



How to Refer for Support – Wales and South West England

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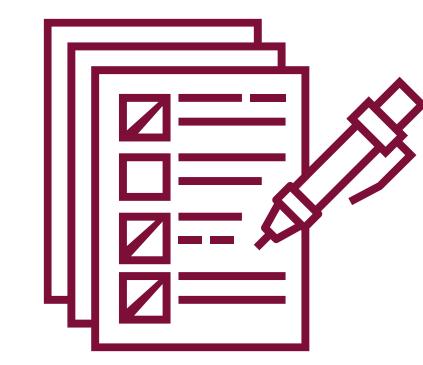
Referral to Service



REFERRAL VIA
PHONE, EMAIL OR
CONTACT FORM



CLIENT CONTACTED
WITHIN 48
HOURS OF REFERRAL



ASSESSMENT
CONDUCTED



INDIVIDUAL TREATMENT
PLAN
AGREED/COMMENCED



TREATMENT
F2F OR ONLINE AT
CONVENIENT TIME



8 TO 12-WEEK
PROGRAMME,
AFTERCARE FOLLOW UPS
AT 3, 6 & 12 MONTHS

NO WAITING LISTS

eMAIL:

INFO@RECOVERY4ALL.CO.UK

National Gambling Support Network



Regional NGSN Partners

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2. North East & Yorkshire - NECA
3. North West - Beacon Counselling Trust
4. Yorkshire & Humber - Gamcare
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3. Reframe Coaching

Tier 4 Support

- Gordon Moody (Manchester / Dudley / Beckenham)
- Adferiad (Lancashire / North Wales)
- Primary Care Gambling Service (National)

The National Gambling Support Network

The National Gambling Support Network, formerly known as 'The National Gambling Treatment Service', is a group of organisations across Great Britain who provide **free, confidential and personalised support** for anyone who's experiencing problems from gambling, as well as those affected by someone else's gambling.

If you're worried about your own or someone else's gambling, this service is totally free to access, 24 hours a day, 7 days a week.

The National Gambling Helpline



- 📞 Telephone
- 💻 Online
- 👤 Face to Face

For individuals and groups



**National
Gambling
Support
Network**

Ara's Community Engagement Team

Ongoing partnership working to facilitate access into service –

- Brief information and referral drop in appointments
- Community Connector scheme
- Workplace Charter
- Talks/Awareness
- Network events
- Events – Freshers Fayres, Wellbeing events, Community events etc



The Workplace Charter to Reduce Gambling Related Harms

A Workplace Charter to Reduce Gambling Related Harms

Charter to Reduce Gambling Related Harms Kitemark

CHARTER AGREEMENT

CHARTER PROCESS

Developing a Framework

'Bet You Can Help' Offer

Public Health Issue Parity

Course Evaluation



Please scan to complete the short online evaluation

Thank You



Prevention

act before abuse

Safeguarding Adults Week 2025

Thank you for joining us today and don't forget to raise awareness on social media!

#SafeguardingAdultsWeek



If you found any of the content distressing, please contact us for further support or advice via our website.

anncrafttrust.org

ann craft trust
acting against abuse

