

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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Charlotte Barrett: Community Engagement Lead (North Wales)
Ara Recovery For All – Gambling service

CharlotteBarrett@recovery4all.co.uk



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

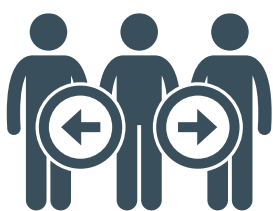
The 'Bet You Can Help' Framework



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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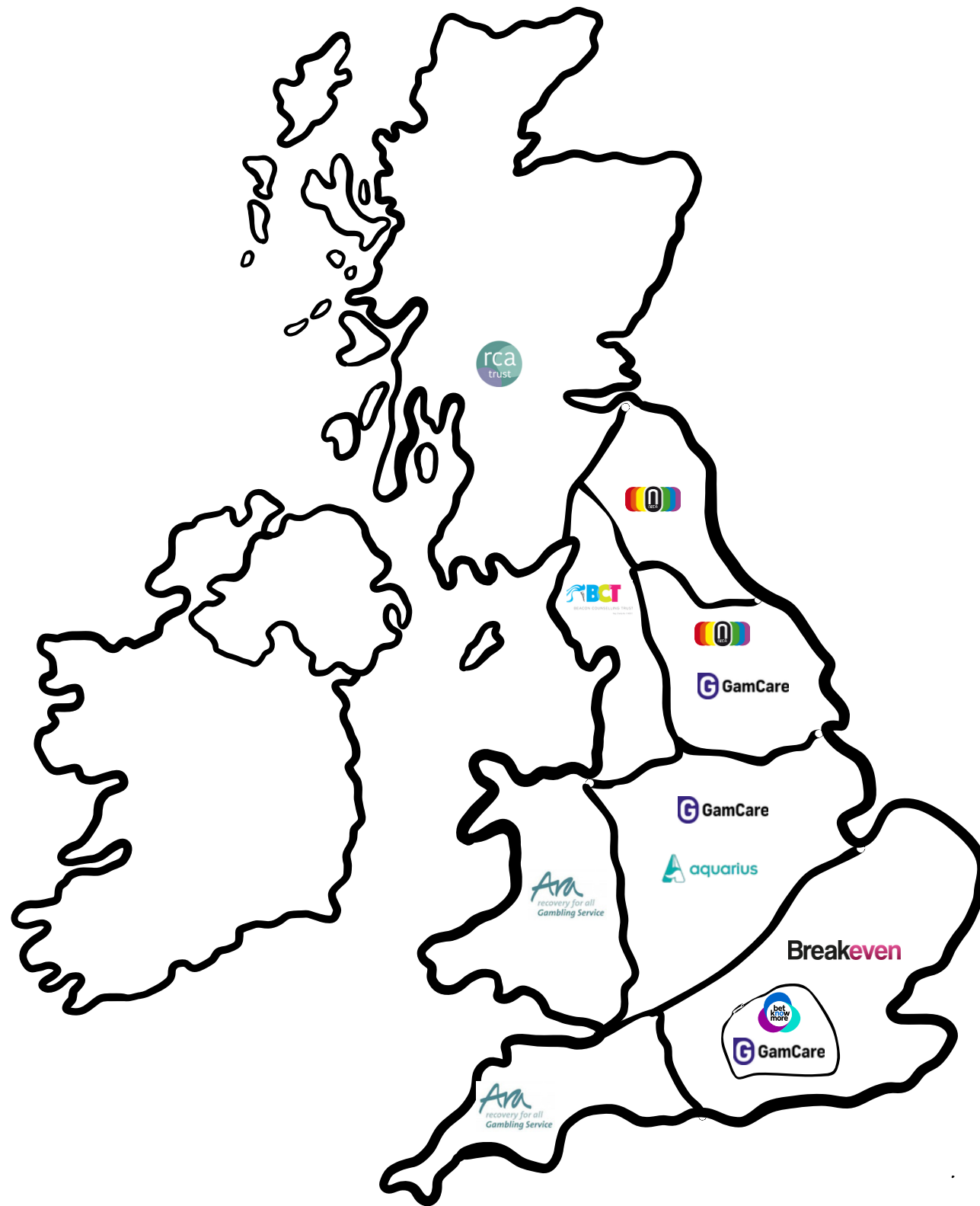
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National Gambling Support Network



Regional NGSN Partners

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Lived Experience / Peer Support

1. BetknowMore
2. Epic Restart
3. Reframe Coaching

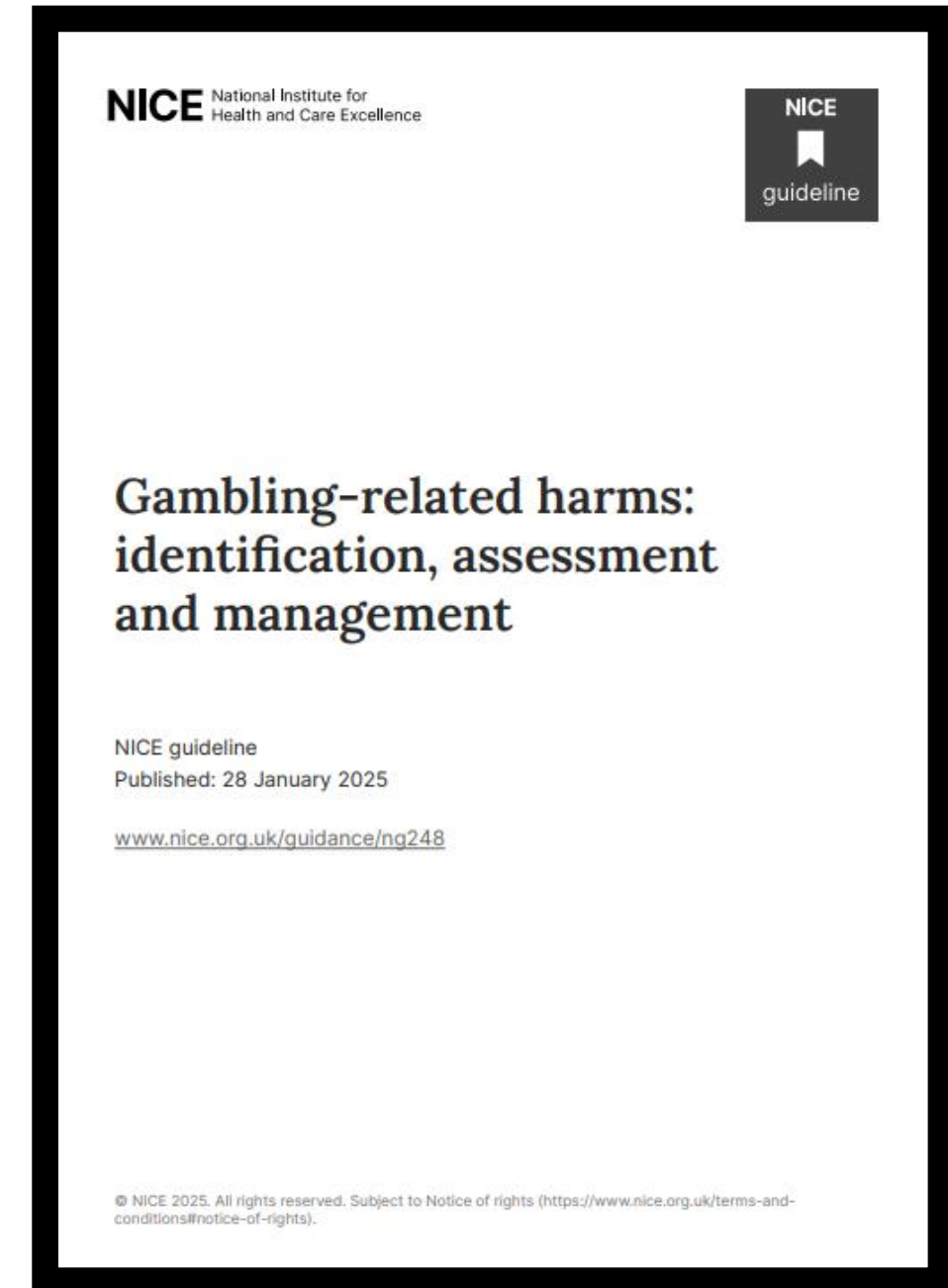
Tier 4 Support

- 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



Today's session

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



Understanding Gambling Harms



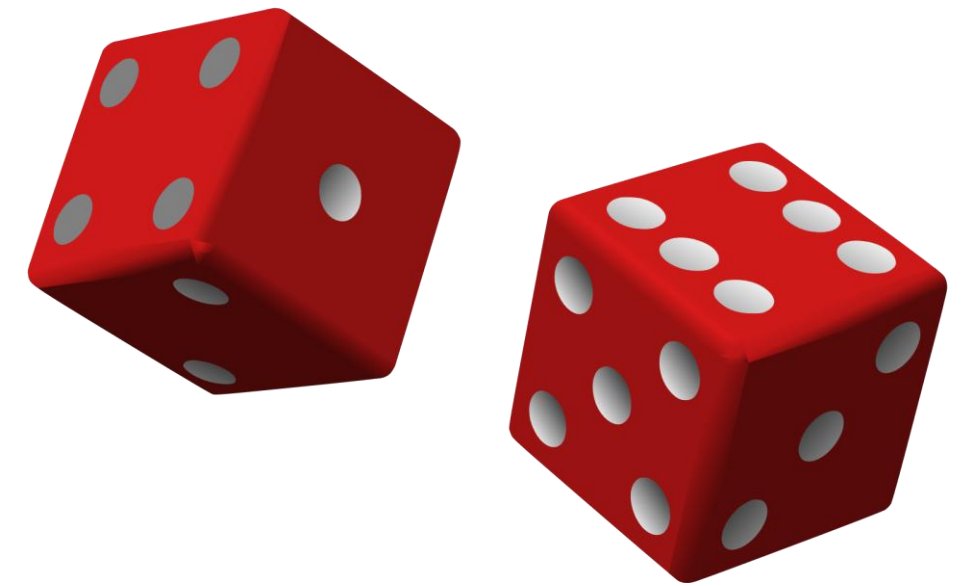
Defining Gambling & Gambling Related Harms

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

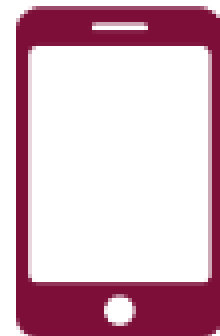


<https://www.begambleaware.org/sites/default/files/2023-04/Stigma%20Language%20guide.pdf>

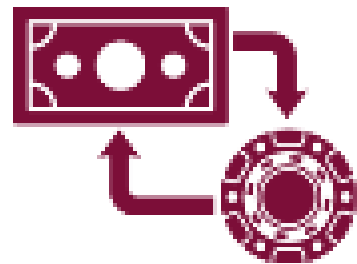
Gambling Related Harms - Facts & Figures



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



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



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



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



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



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



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

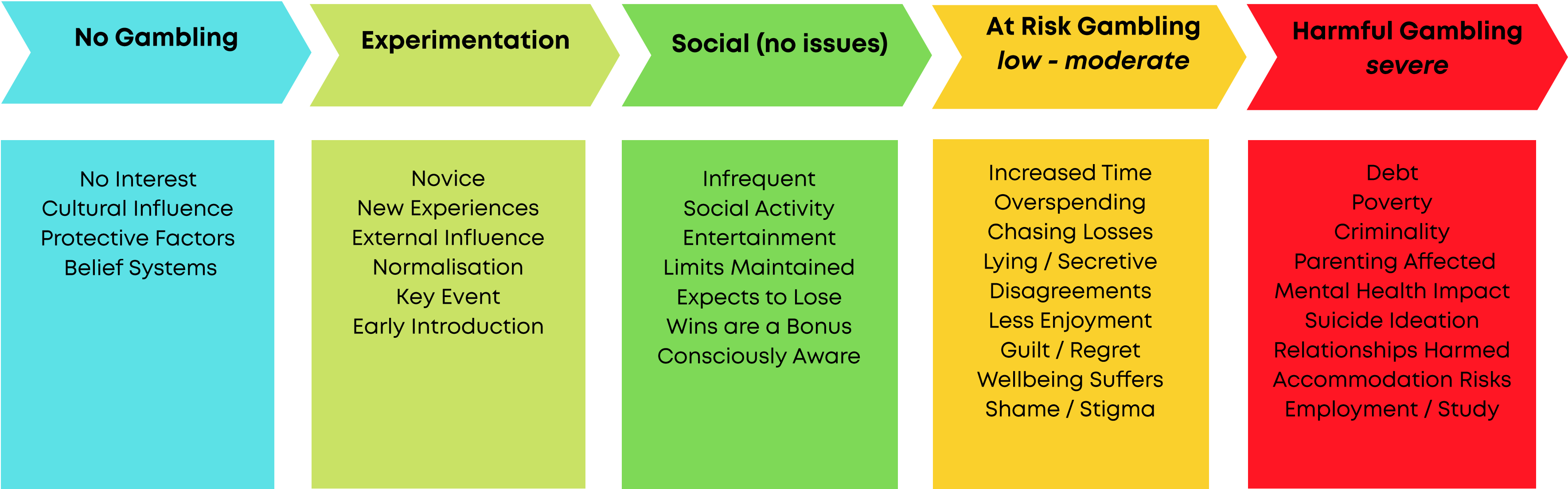


Practical Tools



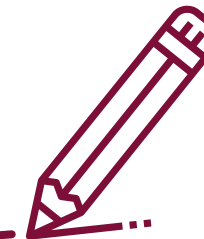


The Gambling Continuum



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



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 organisations 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)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

PGSI Mini Screening Scoring*

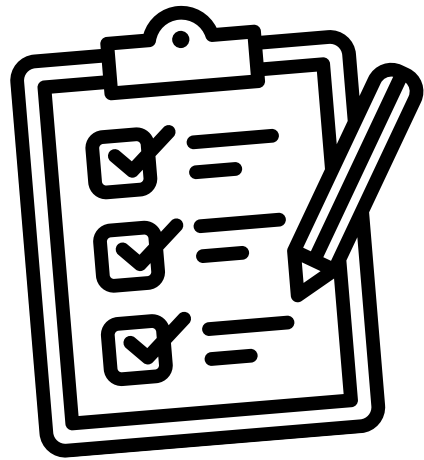
Score Total:

*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 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:
<input type="text"/>	<input type="text"/>	<input type="text"/>

Scoring - The Mini Screening Tool (PGSI)



Score = 0
Social



Tier 1

Prevention
Education
Positive Reinforcement

Score = 1-2
At Risk



Tier 2

Brief Advice
Referral / Signpost
to Support

Score = 3+
Harmful



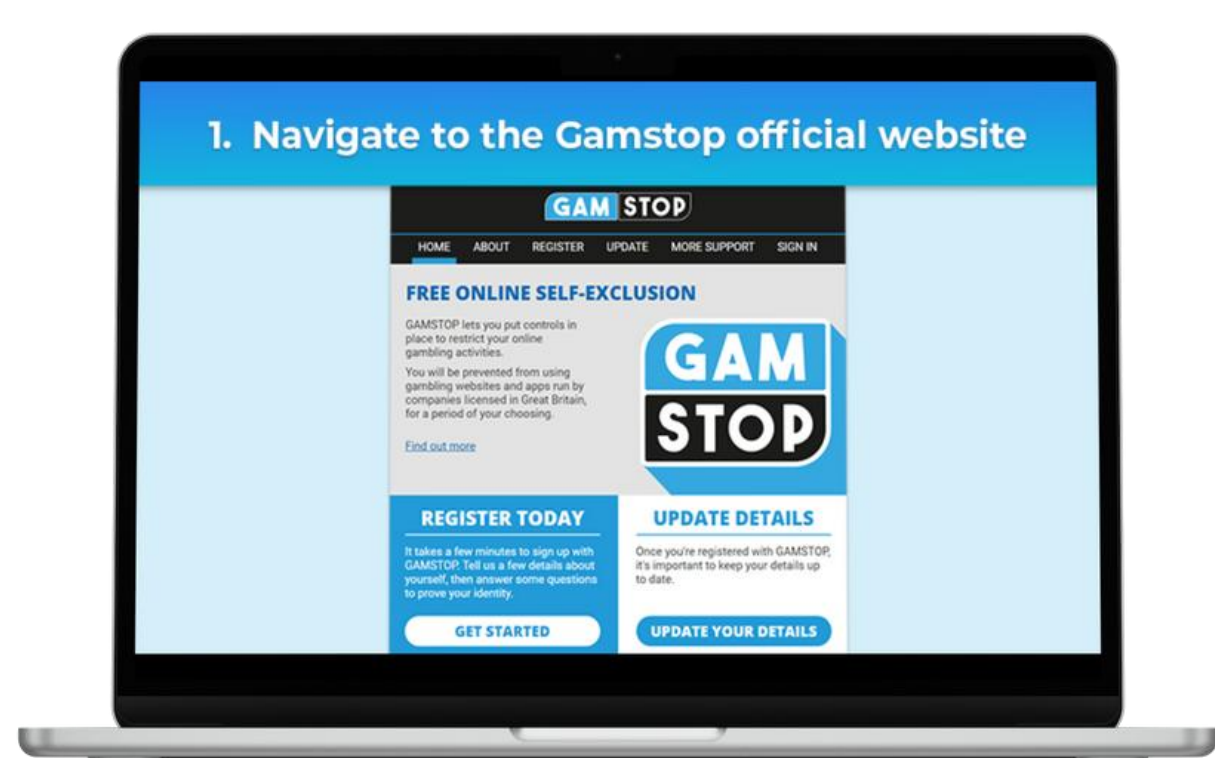
Tier 3

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.

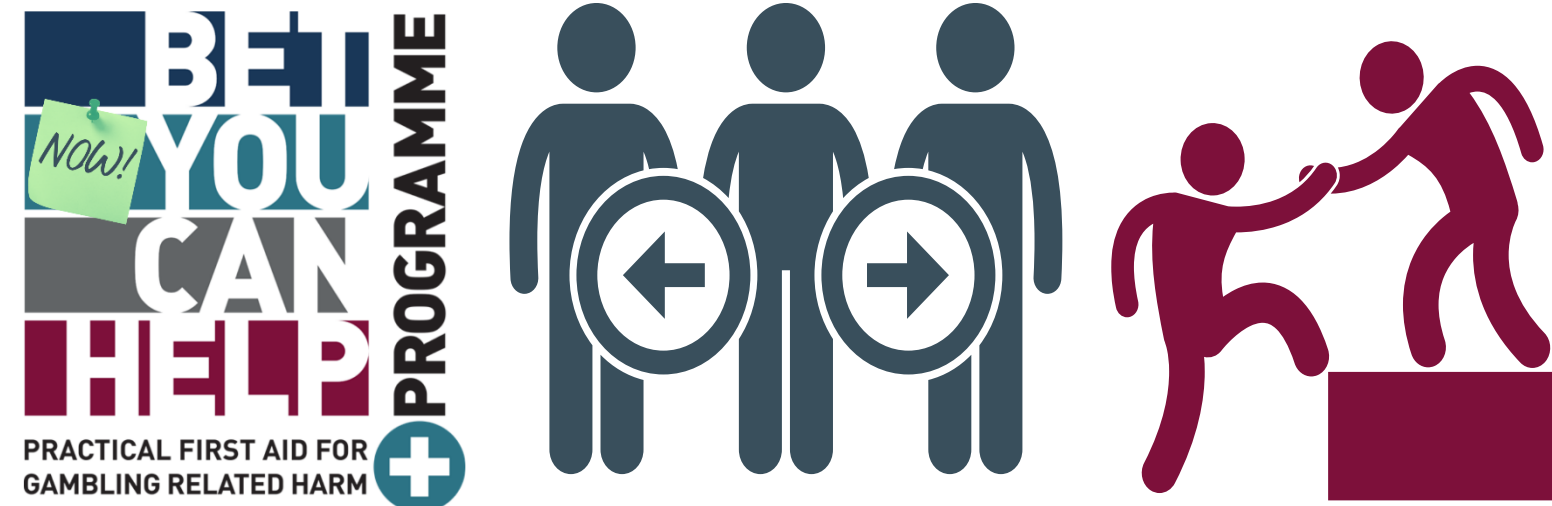
In practice, it means you will be refused service in the venues where you have self excluded.



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	BACTA - 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

How to Refer



How to Refer for Support – Wales and South West England

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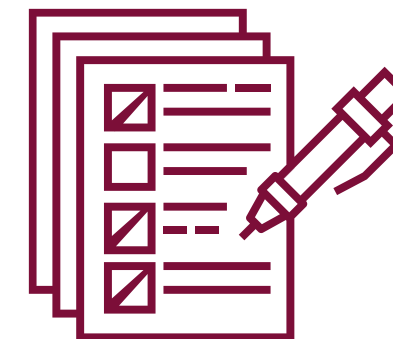
Referral to Service



**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**



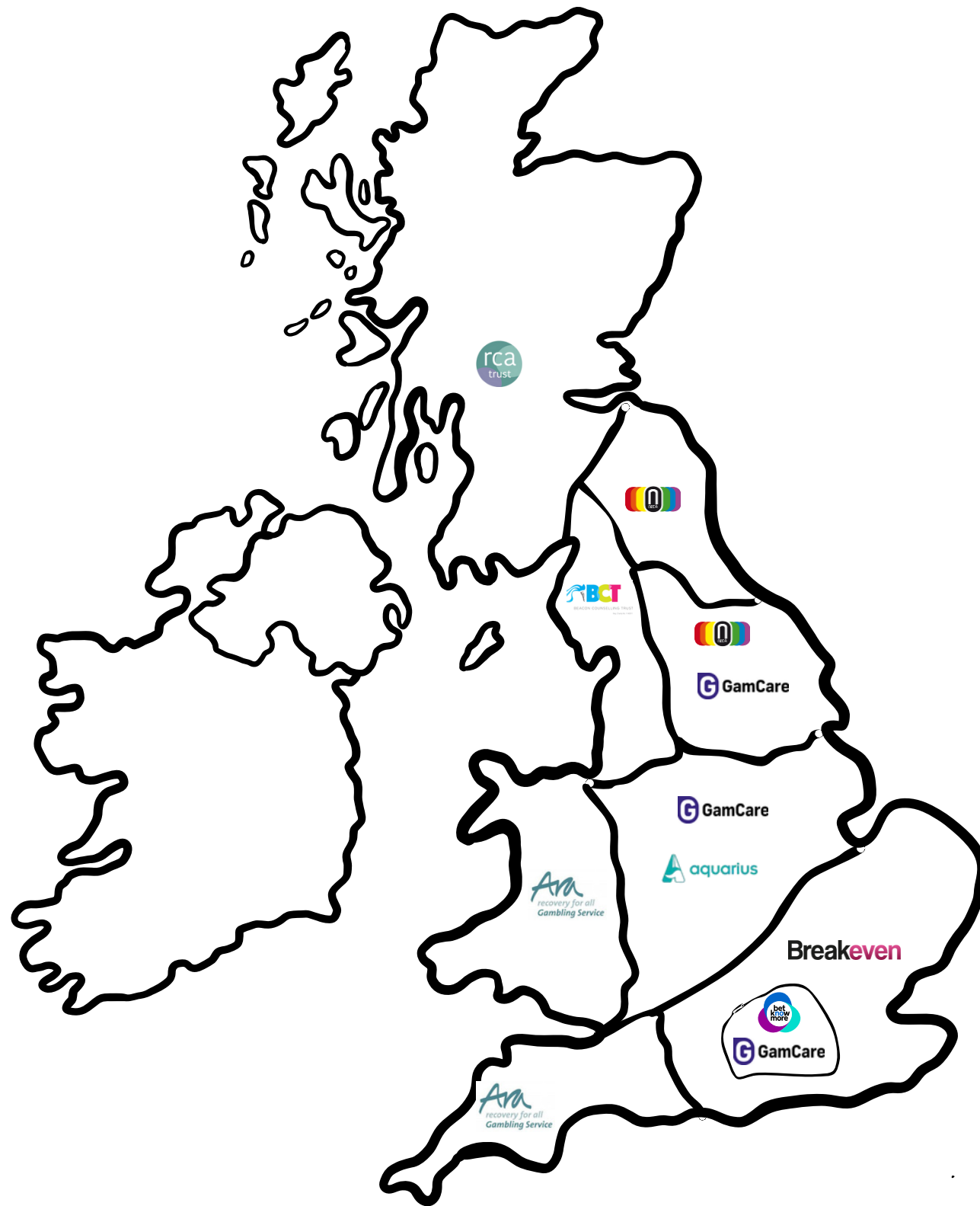
**8 TO 12-WEEK
PROGRAMME,
AFTERCARE FOLLOW UPS
AT 3, 6 & 12 MONTHS**

NO WAITING LISTS

eMAIL:

INFO@RECOVERY4ALL.CO.UK

National Gambling Support Network



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2. North East & Yorkshire - NECA
3. North West - Beacon Counselling Trust
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GambleAware - The National Gambling Support Network

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

Chat to us live

Call us on:
0808 802 0133

Delivered by: **GamCare**
Leading UK Gambling Support



National
Gambling
Support
Network

Ara's Community Engagement Team

Ongoing partnership working to facilitate access into service –

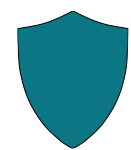
- Brief information and referral drop in appointments
- Community Connector scheme
- Workplace Charter
- Talks/Awareness
- Network events
- Events – Freshers Fayres, Wellbeing events, Community events etc



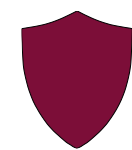
The Workplace Charter to Reduce Gambling Related Harms



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

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acting against abuse

