

**GamCare
Local
Authority
Services**



Why choose GamCare?

GamCare is the leading national provider of information, advice and support for anyone affected by problem gambling. Our expert services are confidential and non-judgemental.

Our core support and treatment services are currently funded through grant agreements with GambleAware. We also receive separate funding to provide outreach and training services, to minimise gambling-related harms for groups identified as at-risk or 'need-to-reach'.

There is currently a gap between the number of people negatively impacted by gambling and those accessing support. GamCare currently supports around 1 in 10 problem gamblers through our support and treatment services. One of the challenges we face is that gambling support services, whilst funded, do not usually have a high profile in local areas.

Problem gambling can present a challenge to local authorities as it links to a range of services, such as licensing, community safety, children and families and housing/homelessness.

GamCare is uniquely positioned to support local authorities to develop an integrated strategy to address problem gambling, from promoting safer play through to targeting those with increasing risk and ensuring those affected by problem gambling have access to the right support and treatment at the right time.

GamCare is able to work across local authorities to provide an holistic response to gambling-related harms in each local area. We have the knowledge and expertise relevant to a range of stakeholders working in frontline roles across your area and have developed training and outreach services which can support your teams to identify people who may be experiencing gambling-related harms, provide structured brief interventions and refer into the most appropriate services.

GamCare offers a range of training, consultancy, auditing and engagement services, all underpinned by an expert advice and treatment service which is available completely free of charge across the country.

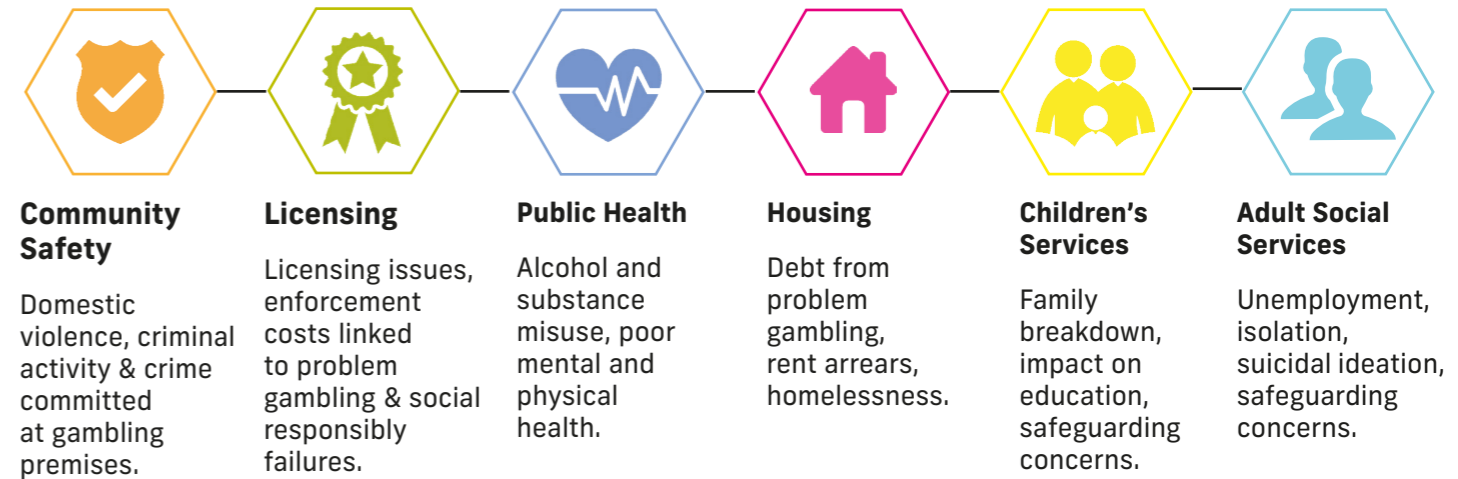
We also provide training and consultancy to the gambling industry, aiming to ensure that operators who provide products in the UK understand more about problem gambling, social responsibility and appropriate customer interaction to minimise gambling related harm. We work to ensure players are protected and that employees know more about problem gambling so that they can support their customers.

Get in touch today to see how we can support you - email info@gamcare.org.uk or call us on **020 7801 7000**.

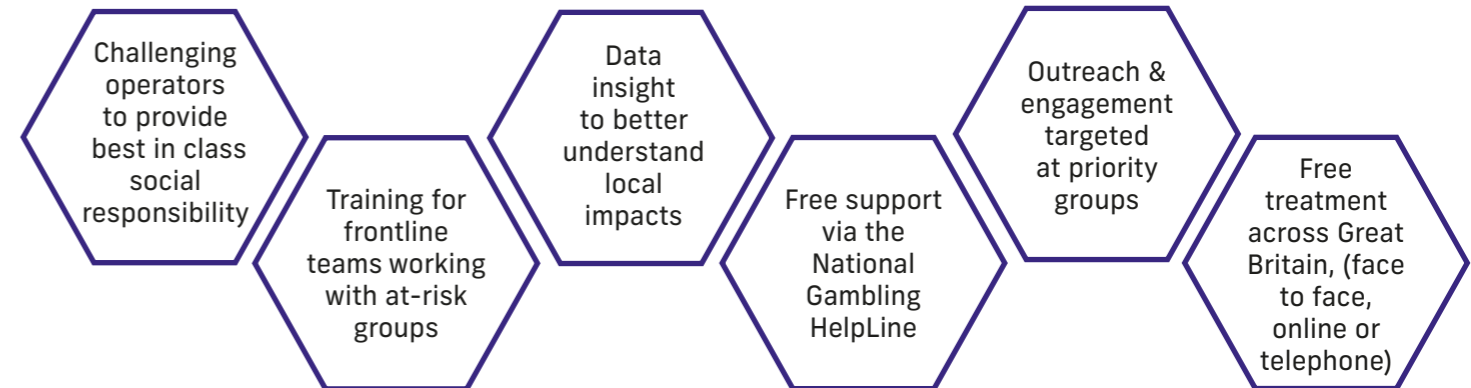
Impacts of Problem Gambling in Local Areas

It is estimated that problem gambling affects around 400,000 people in the UK, with around 2 million at risk of harm. It's also estimated that up to seven other people are impacted for every problem gambler. Problem gambling is a cross-cutting social issue with a wide range of impacts for individuals, families and communities.

Problem gambling disproportionately affects certain groups. Young people, those in the criminal justice system and homeless people are at increased risk. In 2016, the Institute for Public Policy Research estimated that the social cost of gambling to the UK economy could be up to £1.2bn¹. The range of gambling impacts cuts right across your borough; GamCare has services to address this.



GamCare's Offer



1. See Cards on the table: The cost to government associated with people who are problem gamblers in Britain

The Safer Gambling Standard

The Safer Gambling Standard is a quality mark that recognises gambling operators who have both met and gone beyond the requirements of gambling industry Codes of Practice in respect of their player protection measures. The assessment process involves a review of gambling operators' policies and procedures, staff interviews across the business, website reviews and premises visits.

For responsible gambling measures to be effective it is essential that they are integrated into organisational culture and flow throughout the organisation. The assessment process requires gambling operators to evidence this, as well as providing recommendations for how to raise the bar.

For customers, the Standard is a means by which they can identify whether operators have adopted the highest standards in player protection. For operators, the Standard is a means by which they can be recognised for leadership in the field. The Standard is renewable on a biennial basis, and operators who achieve the Standard will be referenced on the GamCare website.

We can support your Licensing and Safer Communities teams, alongside their own programme of audit and inspections, to ensure:

- Gambling industry staff are trained to identify at-risk individuals and signpost to support services;
- Staff understand the value of quality, personalised interactions, made in the right ways at the right times;
- Operators have embedded a culture of safer gambling and prioritise the minimisation of gambling-related harm.

Local authorities are encouraged to ensure the principles of the Safer Gambling Standard, promoting best practice around social responsibility for UK operators, are embedded in licensing Statement(s) of Principles.



The [audit] process certainly assisted us in understanding our role, as operators and product suppliers, regarding [the prevention of] problem gambling. Knowing our role is key to understanding our responsibilities.

Training, Outreach and Engagement

GamCare and our partner network collaborate with a variety of organisations to improve access to support and treatment for those experiencing gambling related harms, especially from traditionally under-served, at risk or 'need-to-reach' groups.

We have been particularly active within youth support, women's services, the criminal justice system, homelessness and employment support sectors.

We work to build a better understanding of gambling related harms among frontline staff, including how it can impact clients or service users, and to support organisations in creating opportunities to ask about gambling so that they can guide those affected into the appropriate treatment and support.

We provide free training, support, tools and resources to charities and public sector organisations who may work with people at risk of experiencing gambling related harm.

We take a needs-based and flexible approach, so we are happy to work with your organisation to tailor our support to the needs of your staff, client group and organisation, so that together we can best support those who may experience gambling-related harm.

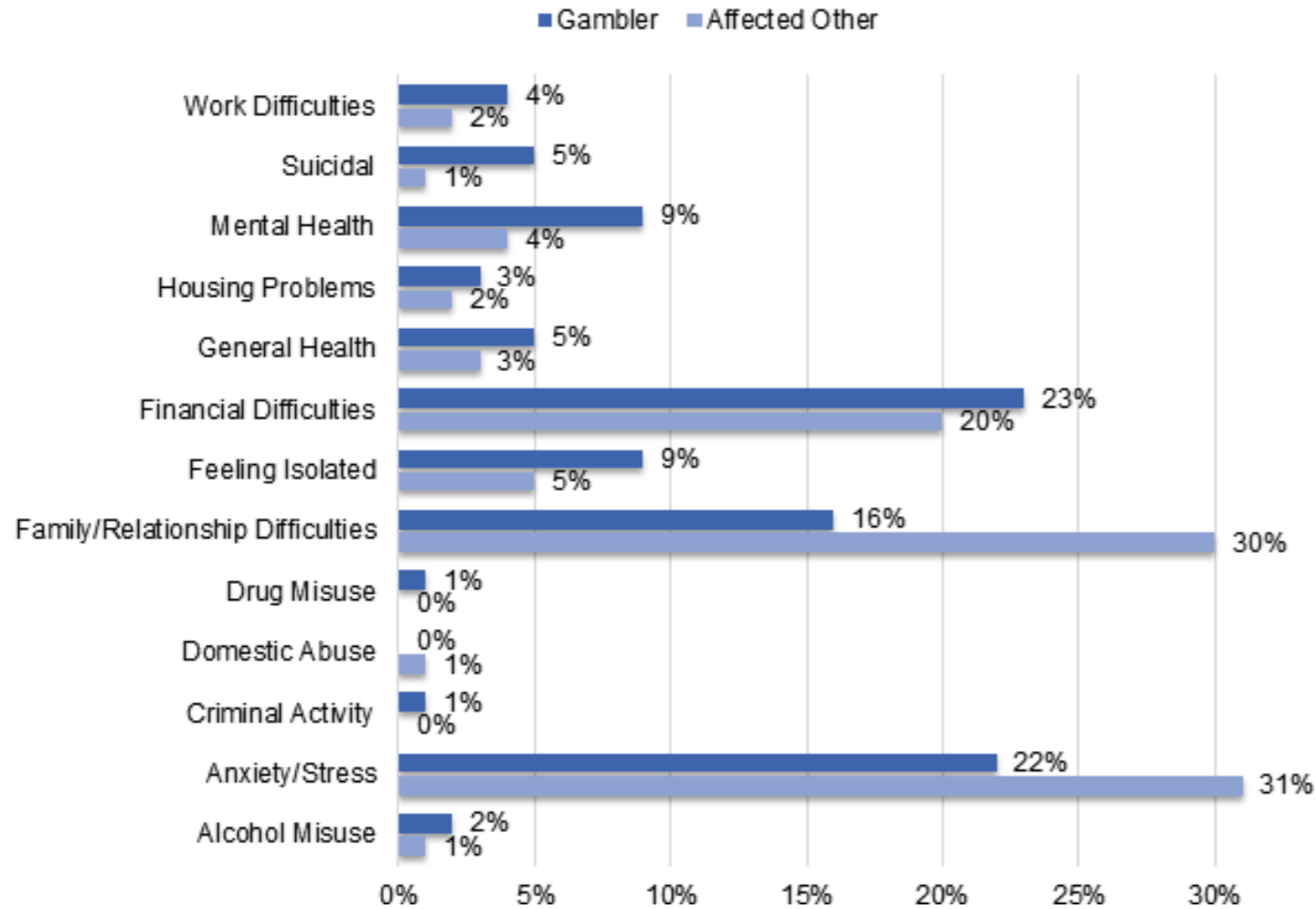
We can also provide direct outreach and engagement services, which will:

- Provide a specific gambling outreach service embedded within your local community;
- Engage with stakeholders across Local Authorities, operating a no-wrong door policy to ensure anyone, at any stage, can be supported;
- Operate from local authority or other desired premises;
- Link service users directly into the GamCare treatment network where further support is needed.

For more information, contact us at programmes.team@gamcare.org.uk or call us on **020 7801 7000**.

Data Insight

GamCare can provide local authorities with data about the number of calls we get from their area (by first part of postcode) and the impacts raised by these callers (where known). Below you can see the health, emotional and other impacts of gambling reported by callers to the National Gambling HelpLine between 2014/15 and 2018/19.



Information, Advice and Treatment

GamCare and our network of partner agencies across England, Scotland and Wales offers a wide menu of free, flexible and confidential support and treatment for anyone affected by gambling problems or impacted by gambling-related harms.

These fully funded services are free to access right now:

- One to one telephone and live chat support, including brief interventions, through the National Gambling HelpLine on Freephone 0808 80 20 133 or via gamcare.org.uk (available 24 hours a day).
- One-to one face-to-face, online and telephone therapeutic support and treatment for people with gambling problems as well as family and friends who are impacted by gambling.
- Group based Gambling Recovery Courses delivered face to face or online for between six to eight weeks.
- Guided online treatment modules for gamblers which can be accessed at a time and place convenient for the client over the course of eight weeks, with additional telephone support from a GamCare practitioner.

- Relapse Prevention support groups.
- Self-help resources for people who would like to change their relationship with gambling, available to download via our website.
- A moderated online Forum and daily online group chatrooms to enable those affected by gambling problems to connect with others in similar situations, share their experience and support one another.

GamCare is a source of local expertise on problem gambling and its impacts. We can partner with local authorities to promote our services to improve the uptake of treatment and support and reduce the impacts of problem gambling in your area.

Get in touch today to find out how we can work with you and your teams.



020 7801 7000



info@gamcare.org.uk



www.gamcare.org.uk



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