

# **GamCare Women's Programme**

**April 2019- March 2020 Impact Evaluation**

Executive Summary

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This evaluation summary was written by the 'think and action tank' The Centre for Education and Youth. The Centre for Education and Youth is a social enterprise - we believe that society has a duty to ensure children and young people receive the support they need in order to make a fulfilling transition to adulthood. We work towards this vision by helping organisations develop, evaluate and improve their work. We then carry out academic and policy research and advocacy that is grounded in our experience.

## 1. Executive Summary

GamCare's Women and Gambling Programme aims to reduce gambling related harm experienced by women. One core element of the programme involves delivering training to professionals that work with women. The training workshops aim to increase professionals' awareness, knowledge and understanding of gambling related harm among women and to improve their practice by increasing their confidence and ability to identify, support and refer affected women.

GamCare delivers two strands of training to different groups of professionals: The Women's Programme (WP) involves training professionals that work with women while the Co-delivery training includes professionals who work with both women and young people.

This report examines the impact of the training on the following three outcomes:

- Professionals' awareness and understanding of problem gambling, particularly regarding the prevalence of problem gambling, how it intersects with other issues affecting women and the impact of gambling related harm.
- Professionals' ability to identify women and girls at risk of problem gambling, including their knowledge of risk factors and warning signs and their confidence to talk about and screen for problem gambling.
- Professionals' ability support women affected by gambling based on their knowledge of where to signpost and refer women and girls and their confidence to do so.

### 1.1 Impact on professionals' understanding of problem gambling

Overall, the training appears to have some positive impact on professionals' knowledge of the nature, prevalence and impact of problem gambling. There appeared to be strong positive impact on some elements of professionals' understanding such as their awareness of how problem gambling might impact the women they worked with. However, due in part to high levels of knowledge at baseline, the training did not appear to impact on professionals' knowledge of the definition of problem gambling. There was also limited evidence regarding the impact on professionals' knowledge of how problem gambling intersects with other issues prevalent among vulnerable women.

Due to high baseline knowledge among the professionals taking part in both the WP and co-delivery training, there was limited impact on their knowledge of the definition of problem gambling. However, the WP training appeared to make professionals more aware that the women they work with might be affected by gambling, though this impact was not seen in the professionals taking part in the co-delivery training, suggesting that the training may be less relevant for these professionals.

Taking part in the training appeared to improve professionals' understanding of the impact of gambling related harm as the majority of professionals could identify impacts of gambling related harm at endpoint and felt more confident in this knowledge compared to at baseline. However, there was limited evidence regarding whether the training impacted professionals' knowledge of how other women's issues intersect with problem gambling.

In summary, the training had some impact on professionals' understanding of women and problem gambling, particularly their awareness of problem gambling and their understanding of the impact of gambling related harm, with the WP appearing to have more relevance and impact for professionals compared to the co-delivery training.

## 1.2 Impact on professionals' ability to identify problem gambling

The WP and co-delivery training appeared to have a positive impact on professionals' knowledge of risk factors and warning signs associated with problem gambling and their confidence to talk about and screen for problem gambling among women. In addition, almost all professionals intended to take this knowledge forward in practice by looking out for warning signs and talking about problem gambling. Therefore, the training likely increased professionals' ability to identify women affected by gambling.

There was also a strong positive impact on professionals' reported confidence to screen for problem gambling, with professionals on both the WP and co-delivery programmes increasing the extent to which they felt confident to talk to women (and young people) about gambling.

This change in knowledge appeared to have led to concrete changes to practice for those professionals involved in the follow up. Most professionals interviewed in the follow up reported being more aware of problem gambling, asking key questions as part of their assessments and talking to service users about gambling.

## 1.3 Impact on professionals' ability to support women affected by gambling

The training appeared to have a positive impact on professionals' ability to support women and girls affected by gambling related harm. After taking part in both training strands, professionals increased their knowledge and confidence regarding supporting women and referring them to specialist services. Professionals were able to name appropriate support services at endpoint and reported feeling more confidence in their ability to signpost women to these services, with the majority agreeing that they were confident to do so at endpoint.

Almost all professionals indicated that they intended to put their training 'into practice' by signposting and referring women to support. Those interviewed in the months following training seemed to have retained their knowledge of support services and had kept resources to support them. These professionals reported a change in their approach to supporting women and even where they had not yet needed to refer women to support services, all felt more prepared to do so than before the training.

## 1.4 Process evaluation

Overall professionals on the WP and co-delivery programmes were positive about the workshop and found it useful.

Professionals reported that information about warning signs related to women and gambling, the support available and how to signpost to support, was the most useful content they learnt about in the workshop.

The majority of professionals interviewed in the months after the training felt that they had retained the information from the workshop well and felt that the resources provided supported them to retain that knowledge.

Professionals were asked in surveys and interviews to suggest changes to improve the training. Suggestions were made to extend the length of the programme to increase depth of content, and to include lived experience input to the programme.

Our full evaluation is available on request - please contact [dominique.webb@gamcare.org.uk](mailto:dominique.webb@gamcare.org.uk) to request a copy.