



# **GamCare Local Authority Services**



# Why choose GamCare?

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GamCare is the UK's leading provider of information, advice, support and treatment 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 work to minimise gambling related harm through awareness, education and outreach for groups who are identified as at-risk of gambling-related harm.

We also work with the gambling industry to provide training and Certification, 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.

Our education and awareness initiatives include work with young people and the frontline professionals supporting them, as well as police, prisons and probation services across the UK.

There is a gap between the number of people affected by problem gambling and those accessing support. GamCare currently supports around 1 in 10 problem gamblers. One of the challenges we face is that problem 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 licencing, community safety, children and families and housing/homelessness.

GamCare are 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 problem gamblers, and those affected by problem gambling, have access to effective support and treatment.

GamCare is able to work across local authorities to provide an holistic response to problem gambling in each local area. We have developed knowledge and expertise relevant to a range of stakeholders working in frontline roles across your area and have developed training for teachers, GP's, police and probation workers, youth workers and many more.

GamCare offers a pick and mix package of paid-for 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 are expert in problem gambling and understand its manifestation in context. We have developed a wide range of training programmes which provide:

- Awareness raising to highlight the issue of problem gambling, its nature and incidence, as well as impacts, and where to get support;
- Identification and Brief Advice for frontline staff who may come across problem gamblers (or 'affected others') in their everyday work;
- In-depth, pro-active behaviour change training aimed at those working with those affected in supportive capacities.

# 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 for every problem gambler, up to seven others are impacted. 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 £1.2bn<sup>1</sup>. The range of gambling impacts cuts right across your borough; GamCare has services to address every one.



### 1. Community Safety

Domestic violence, criminal activity and crime committed at gambling premises.



### 2. Licensing

Licensing issues and enforcement costs linked to problem gambling & social responsibly failures.



### 3. Public Health

Alcohol and substance misuse, poor mental and physical health.



### 4. Housing

Debt from problem gambling, rent arrears, homelessness.



### 5. Children's Services

Family breakdown, impact on education, safeguarding concerns, domestic violence.



### 6. Adult Social Services

Unemployment, isolation, suicidal ideation, domestic violence.

## GamCare's Local Authority Offer

**Certification**  
Challenging operators to provide best in class social responsibility

**Training**  
For frontline teams working with vulnerable / at risk groups

**Data Insight**  
Helping Local Authorities understand the impact in their areas

**Information & Advice**  
Free support via the National Gambling HelpLine

**Outreach & Engagement**  
Targeted at priority groups across your communities

**Free Treatment**  
Face to face and online interventions across Great Britain

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

# GamCare Certification - Audit and Consultancy

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We work with gambling operators to review their policies and procedures, audit their training and support them to embed a culture of social responsibility from the Boardroom to the Customer Service Team.

Our Certification and industry training products have shifted Social Responsibility and Player Protection from the margins to the centre of gambling industry strategy.

We can support your Licensing and Safer Communities teams, providing confidence that they are promoting safer gambling in the local area and working to minimise gambling related harm.

- Gambling industry staff are trained to the highest possible standards in the identification, interaction and signposting of individuals towards problem gambling support services.
- Staff understand the value of high quality personalised interactions, made in the right ways at the right times, making premises safer and keeping crime and vulnerability out.
- Operators have embedded a culture of responsible gambling, prioritise the minimisation of risks and harm, and practice a zero tolerance approach to profiting from problem gambling.
- Local authorities are supported to ensure GamCare Certification, benchmarking a level of social responsibility in local operators, is fully embedded in licensing Statement(s) of Principles.



“The Certification 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.”

# GamCare Awareness Training

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## Problem Gambling Awareness

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**3 hours**



**15 max.**



**At a location to suit you**



**Contact us for a quote**

Provides an understanding of problem gambling and gambling-related harm, including signs, symptoms and the impacts of problem gambling on an individual's life and those around them.

- Start to understand the psychology of gambling, why people gamble and what happens to the brain when we gamble.
- Understand the difference between gambling and problem gambling, indicators and how to signpost to appropriate services.

This course is for those working in frontline roles where they may encounter those affected by gambling-related harm, and who wish to gain a better understanding of the issue.

The CPD Standards Office

CPD PROVIDER: 21518  
2017 - 2019

[www.cpdstandards.com](http://www.cpdstandards.com)



## Identification and Brief Advice

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**3 hours (CPD)**



**15 max.**



**At a location to suit you**



**Contact us for a quote**

Provides in-depth understanding of gambling-related harm, with a focus on key risk factors and how to identify the problem, how to use a brief gambling screen and a range of current referral sources.

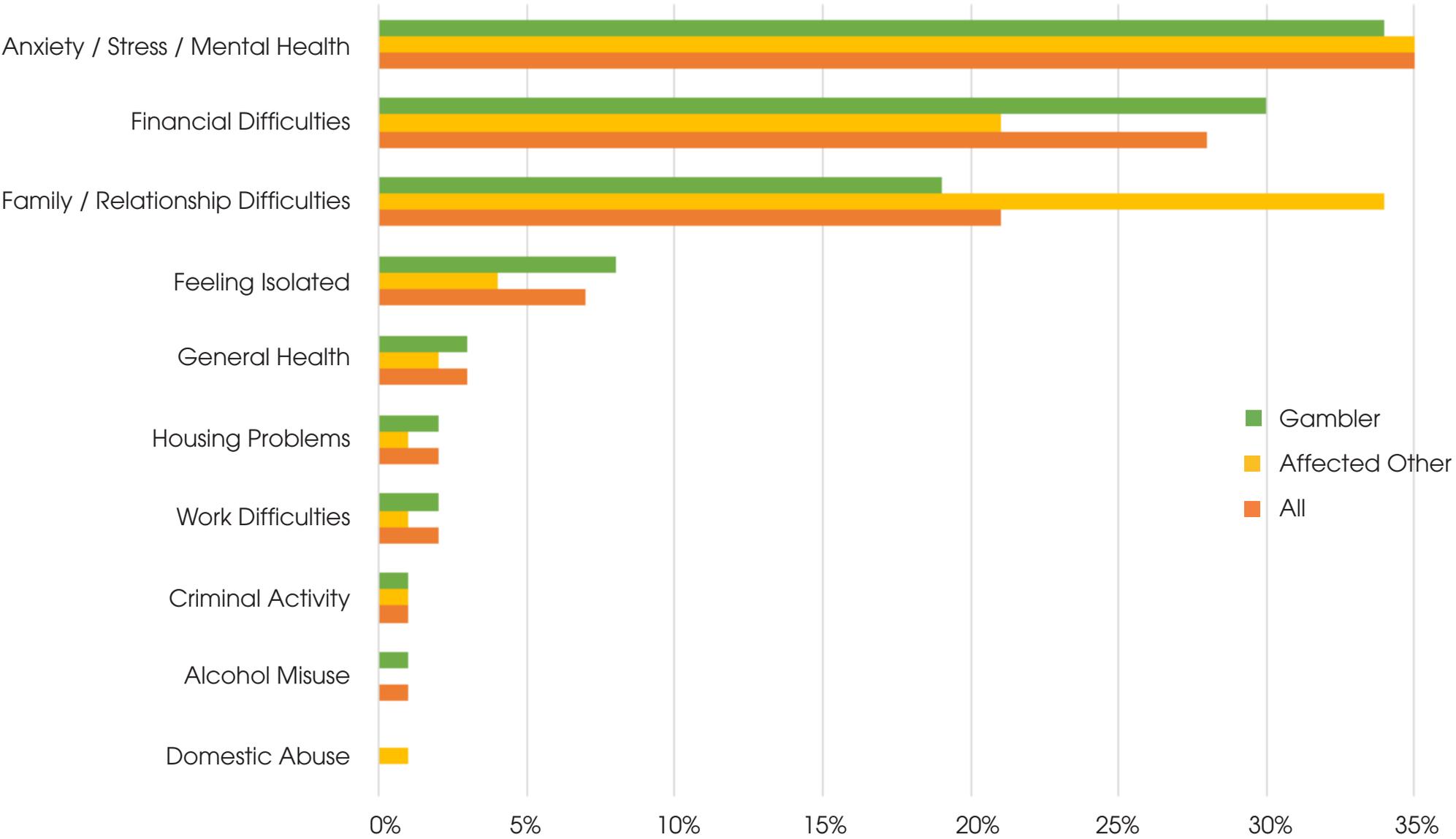
- Understand problem gambling, how to screen for it and structure a brief conversation to elicit further detail.
- Attain knowledge of the support and advice available, including player protection tools as well as emotional and practical support.

This course is for those working in frontline roles where they may encounter those affected by gambling-related harm, such as gambling industry staff, primary care workers, clinicians, advisers support workers or other healthcare professionals.

It provides the skills and knowledge to manage concerns and direct individuals to specialist help and support.

# 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). Nationally, the most common impacts disclosed in 2016/17 included:



# Information, Advice and Treatment

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GamCare operates the National Gambling HelpLine; open every day from 8am to midnight, providing information, advice and support over the phone and via web chat to more than 30,000 callers each year.

This service is supported by face to face and online treatment, operating through GamCare and our network of partner agencies across England, Scotland and Wales, delivering expert one to one and group interventions.

These fully funded services are free to access, across your local authority area, right now:

- Telephone information and advice for problem gamblers and those affected by gambling-related harm;
- Brief and Extended Brief Interventions to reduce gambling-related harm;
- Face to face and online treatment;
- Signposting, dovetailed into local services;
- Aftercare and peer support, including GamCare's online Forum and Chatrooms;
- A source of local expertise on problem gambling and its impacts.

We can partner with local authorities to promote our services at no or low cost to improve the uptake of treatment and support and reduce the impacts of problem gambling in your area.

# Engagement and Outreach

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We understand how problem gambling develops in people's lives, and we understand how to intervene before things get out of control.

Our engagement teams work to proactively connect with the gambling industry, schools, police and probation services to provide a local signpost for all services in the community seeking expert help for gambling related harm.

Our engagement services 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 of the development of a problem 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.

## Contact GamCare

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[www.gamcare.org.uk](http://www.gamcare.org.uk)

