Gambling Related Harm Supporting those at risk

Friday, 10 March 2017

#leedsmic

Connect your device: _Leeds Free Wifi

James Rogers Assistant Chief Executive Leeds City Council

Conference Chair

Councillor Debra Coupar **Executive Member** Citizens and Communities **Leeds City Council**

Dr Simon Tanner

Responsible Gambling Strategy Board



Responsible gambling and gambling-related harm

Dr Simon Tanner – Member, Responsible Gambling Strategy Board

RGSB







- The role of RGSB
- The 'Tripartite' how we work with the Gambling Commission and GambleAware
- Who we are
- The 2016-19 National Responsible Gambling Strategy
- Measuring gambling-related harm
- Public Health work



The Responsible Gambling Strategy Board

- Set up in late 2008 as an independent expert body
- The Commission's independent adviser on research, education and treatment (RET)
- Responsible for drawing up an independent, unbiased, evidence-based strategy
- Influence others to implement it
- Advice and topic papers

'Tripartite' arrangements

DCMS

Responsible for ensuring a proportionate gambling framework that balances economic growth against protecting the vulnerable

Gambling Commission

Responsible for regulating commercial gambling in Great Britain (in partnership with licensing authorities)

RGSB

Advice to Commission on RET
Sets responsible gambling strategy
Sets priorities that research should
focus on

GambleAware

Responsible for commissioning research, education and treatment to minimise gambling-related harm, and for the raising of funds to pay for this

RGSB Board Members

Sir Christopher Kelly, KCB Chair

Former Senior Civil Servant, Senior Independent Director Co-op Group, Chair Kings Fund

Professor David Forrest

Professor of Economics, University of Liverpool

Professor Sir Ian Gilmore

Consultant physician.
Honorary Chair,
University of
Liverpool

Dr Heather Wardle

Social Researcher – published extensively on gambling

Richard Ives

Education consultant.
Specialist on drugs
and alcohol
prevention

Dr Simon Tanner

Public health specialist. Health advisor to London Mayor during 2012 Olympics

Russell Hoyle

Industry expert. Former Chair of Inspired Gaming

Dr Hermine Graham

Consultant clinical psychologist and lecturer

Professor David Miers

Professor of Law, University of York

Rachel Lampard MBE

Senior layperson in Methodist Church. Former GC Board member

2016-19 National Responsible Gambling Strategy

- Produced by RGSB following a public consultation
- Published in April 2016
- Overarching aim is to minimise gambling-related harm
- Covers all forms of gambling
- Sets the agenda for a wide range of organisations both within the gambling industry and wider

Key priorities for delivering the New strategy

Priority action 1 Understanding and measuring harm	Priority action 2 Engagement with relevant public sector bodies and other agencies	Priority action 3 Consolidating a culture of evaluation	Priority action 4 Increased understanding of the effects of product characteristics and environment
Priority action 5 Improving methods of identifying harmful play	Priority action 6 Piloting interventions	Priority action 7 Self-exclusion	Priority action 8 Education to prevent gambling-related harm
Priority action 9 Building the quality and capacity of treatment	Priority action 10 Widening and strengthening the research field and improving knowledge	Priority action 11 Horizon scanning	Priority action 12 Public engagement

Measuring gambling-related harm

- Priority action 1 of the strategy
- Research funded by GambleAware and delivered by PwC looking at how we measure the wider harm caused by gambling
- The next phase will involve looking at specific types of harm, like crime, in more detail
- Intention is to move away from more limited measurement tools, such as simply counting the number of 'problem gamblers'

Gambling-related harm as a public health issue

- Priority action 2 of the strategy
- Position paper published December 2016
- Aim to encourage a wider range of public and other organisations to accept their responsibilities for working in partnership to reduce gambling-related harm
- Problem gambling can be associated with other issues, such as mental illness, drug or alcohol misuse and crime

The public health approach to gambling

- Around 300,000 people in England, Scotland and Wales have problems with gambling
- A further 540,000 people are at moderate risk of gambling-related harm
- A public health approach needs to address the effects on young and vulnerable people, families and close associates, the wider community – as well as gamblers themselves
- It also needs to encompass products, environments and marketing and the wider context in which gambling occurs

Other significant pieces of work

Funded by GambleAware:

- IPPR report (published December 2016)
 - Estimates that problem gamblers cost the government between £260 million and £1.2 billion per year
 - The worst areas for absorbing costs are in health, welfare and employment, housing and criminal justice
- PWC defining what is meant by 'gambling-related harm' and recommendations for how best to measure and account for it
- Young People, Gambling, and Gambling-Related Harm pathways into and out of danger
- Young people, gambling and gambling-related harm investigating the influence of parents on young people's gambling

Public health - next steps

- Continuing to raise the profile of gambling-related harm as a public health issue
- Approaching Chief Medical Officers and relevant government departments and agencies
- Commissioning research via GambleAware to examine 1) conditions and behaviours that occur in parallel with gambling-related harm and 2) lessons from other public health approaches
- Ensuring the gambling industry is fulfilling its obligations in line with the National Responsible Gambling Strategy

Tracy Damestani

Chief Executive

National Casino Forum

Dr Heather Wardle Research Consultant

Dr Alexandra Kenyon
Leeds Beckett University

Problem Gambling in Leeds

For Leeds City Council

By Dr Alexandra Kenyon, Dr Neil Ormerod,
Professor David Parsons and Dr Heather Wardle

© Leeds Beckett University







The brief

Aim

To establish the prevalence of problem gambling and assess how it impacts on the lives of the people in Leeds. In order to guide the Council and partners in determining effective initiatives and support to help people experiencing problems resulting from their gambling behaviour.





Our approach

1. Establish number and demographical representation of problem and at risk gamblers in Leeds

- Use of existing data to explore extent national patterns apply to Leeds
- Identification of vulnerable groups

- 2. Profile of problem gamblers in Leeds; how and where they gamble
- Qualitative interviews with gamblers to generate insight into determinants and impacts of gambling
- Qualitative interviews with stakeholders to generate insight about interventions

- 3. Identification of factors that make people vulnerable
- Update on what determines vulnerable groups
- Examination of specific contextual issues for Leeds

- 4. Consider wider impacts of problem gambling: personal finance, health and wellbeing
- Draw on insight from interviews conducted with gamblers and the impacts that problem gamblers themselves report
- Assess how this Leeds specific insight compares with national information
- Stakeholder interviews and national evidence
- 5. Identify current treatment services, access, and capacity
- Use qualitative interview data to map services and appraise working relationships
- Collect and review service provider data on problem/at risk gambler use
- Assess awareness of support amongst stakeholders/gamblers





Problem/at risk gamblers

"Problem gambling is gambling to a degree that compromises, disrupts or damages family, personal or recreational pursuits."





The factors that make people vulnerable

Demographics

Socio-economic

Poor judgement/ impairment

Other

Youth

Unemployed

Low IQ

Poor mental health

Ethnic groups

Deprived areas

Under influence alcohol/drugs

Substance abuse/misuse

Students*

Financial difficulties/debt

Personality traits

Problem gamblers

Homeless

Learning disabilities

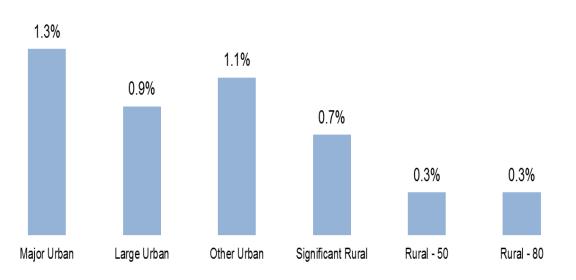
Immigrants/asylum seekers*

Prisoners/ probation



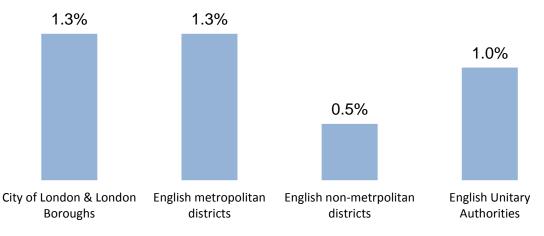


Regional variation in problem gambling



- Problem gambling rates
 higher in urban areas than
 rural areas
- Problem gambling rates higher in more densely populated areas

- Problem gambling rates higher in London and English Metropolitan LAs
- Problem gambling rates higher in prospering metropolitan, built up areas, industrial/manufacturing areas







Best estimates for problem gambling rates in Leeds and comparative areas

0.7%	VS	1.4%	According to the DSM-IV – broadly double the national average
0.5%	VS	1.4%	According to the PGSI - over double the national average
0.9%	VS	1.8%	According to either the DSM-IV or the PGSI – broadly double the national average





Gambling operations

Leeds land-based gambling provision is:

- Mature + highly competitive mix of social, leisure + mainstream activities
- Spare capacity + saturation in most parts of the market; 'licensed' contraction since 2013 (earlier AGC + bingo)
- Casino numbers (pre-GGV) more stable ... but operators concerned re increased competition (but greater concern re impact of on-line)
- Some consolidation across previously segmented land-based offer (as UK trends)
- Operator reported market/gambling trends in Leeds similar to other large metropolitan areas ... very few distinctive features in Leeds – to date
- Machines (+multiply-accessed on-line) are main focus for stakeholder concerns in Leeds (as elsewhere) of potential for harm to at risk gamblers





Support services in Leeds

Generic support for problem and at risk gamblers in Leeds is underdeveloped and fragmented:

- Plethora of (at least) 13 relevant Leeds services able to provide some advice and guidance
- Includes generic advisory services (e.g. Citizens Advice Leeds) + targeted support groups (e.g. Touchstone) + specialist addictions and recovery services (e.g. Forward Leeds)
- Only one supplier of specialist Leeds-based gambling support services (NECA working as the Gamcare support)
- Support services see clients affected by gambling related harm often 'co-morbid' with other challenges (e.g. alcohol or drug addiction) and recovery support

BUT:

- Uncertain use/demand universally lack any screening or assessment tools for gambling-related harm unless (uncommonly) – not self-declared by clients
- Lack of join-up on 'gambling related support' contrasts with strong integration of support/referrals networks across other vulnerable group needs in Leeds





Support services in Leeds cont...

Emerging community impacts:

"One worrying trend we have noticed; Take Harehills and Lincoln Green, ...if you take a three mile radius you have many bookies, and you find people who are young and from emerging communities in the betting shops, but most of them can't find a job, they are on low income or no income, they could be an asylum seeker living on £35 a week but they hope they could multiply that money and it's becoming a sort of lifestyle for these people".

Student impacts:

"For some...there is that pressure to maintain that lifestyle which would mean we would meet them at desperation point really. But...they wouldn't be willing to admit it was much of a problem, the problem was that they didn't have any money not the way they were spending it... excuses such as 'it's because student funding is so bad' that sort of thing. Also, it's sort of that never, never, approach, this will come right at some point, that type of mentality I guess".

Homeless and very low income impacts:

"It's feeding issues of low-self-esteem and increased levels of anxiety, if you're anxious for payday, but also don't want it to happen as you're stuck in a cycle. So it's tied up with mental health, given that it leads to the complete mismanagement of money, you're then looking at adults with severe hygiene issues, everything from personal hygiene to looking after the state of the flat, nutritional poverty and relational poverty as well. Because if you've got no money you tend to be hanging out with those who also have no money".





Support services in Leeds cont...

"It's not something we've specifically targeted but having said that, my personal feeling as someone who is looking for the future of the Charity is that it could be a tsunami, ...we've seen the tsunami from legal highs like Spice, I think gambling is the hidden tsunami. I think it's repressed and hidden throughout society almost like alcoholism, it's an easy one to hide is alcoholism and I think gambling is even easier".





The gambling experience







The darker side

Winning

"I'll see young lads of 17 and 18 coming in [betting shop], with the excitement of putting on a bet; that I had."

Thrill

"Most gamblers do it for the money, the thrill of winning... It's a very addictive thrill."

Interaction with staff

"Because I was unhappy where I were living."

Boredom

"I'm quite erratic, I don't like doing nothing. So yeah, probably..."





Impacts

Personal finance

- £10,000
- £13,000
- £15,000
- £6

Relationships

- Breakdown/rifts
- Lying
- Friends

Gambling spend is relative Gambling and groceries





Health and well-being

Makes you ill

"The reality of what you've done sort of over-rides everything else, so you kind of feel that ill, you feel that bad... it makes you realise."

Depression

"I lost me mum... She left me some money and I used to just blow it on t'machines."

Anxiety

"In the dream my wife hasn't got a —
you can't see her face, it's blurred
— it's clear that it's my wife, and
my little kids... and I'm risking our
mortgage. And that breaks my
****** heart, the thought of it."

Shame

"I just sat in the car park on the corner... I remember being on my phone, trying to find [someone]... I didn't want to call my mum or something, because it's like I'd feel ashamed."





Awareness of help

- Gamble responsibly
- GAMCARE/helpline
- Chat-line

- Self exclusion (landbased)
- Self exclusion (online)
- Treatment





Conclusions and proposals

Evidence across the five work packages suggests scope for the Council and partners to underpin harm minimisation in Leeds by:

- Better information to help with targeting of actions
- Raising awareness both among professionals and at risk gamblers
- Increasing support capacity(s) within a more integrated system
- Actions to increase co-operation and partnership working





Dr Jane Rigbye

Director of Commissioning GambleAware

GAMBLEAWARE: RESEARCH, EDUCATION AND TREATMENT

Dr Jane Rigbye
Director of Commissioning
GambleAware

Governance

- Independent registered charity, tracing existence back to the Budd Commission of 2001
- Chair Kate Lampard CBE
- 11 trustees, majority now independent of the industry
- Chief Executive Marc Etches
- Four directors and three staff

About GambleAware





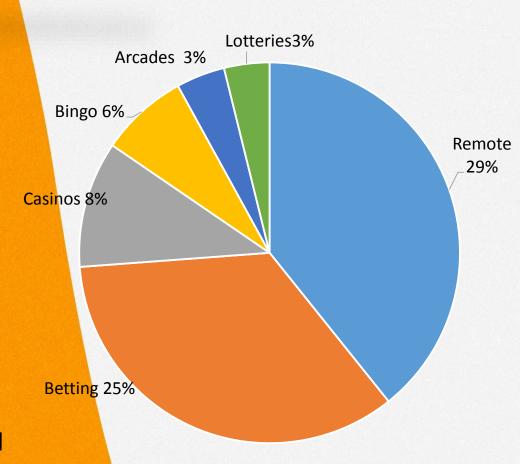
GAMBLING COMMISSION

Gamble Aware



Who funds GambleAware?

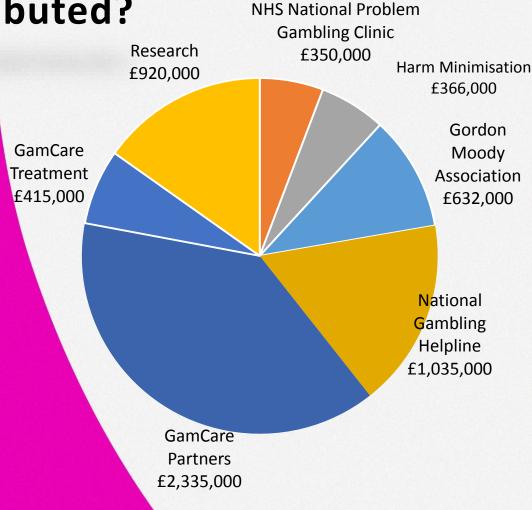
- All holders of a gambling licence must contribute to Research, Education & Training
- We recommend 0.1% of their gross profits (stakes minus prizes)
- The industry made £9.2bn in 2014-15, so we aimed for £9.2m income
- We achieved £7.7m including voluntary settlements
- And the National Lottery also makes another £1.5bn (after good causes)



How are funds distributed?

Majority of funds
 (79%) spent on the
 National Gambling
 Helpline and
 psychosocial
 interventions across
 Great Britain

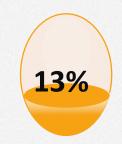
- 6% on harmminimisation projects
- 15% on research



RESIDENTIAL REHABILITATION

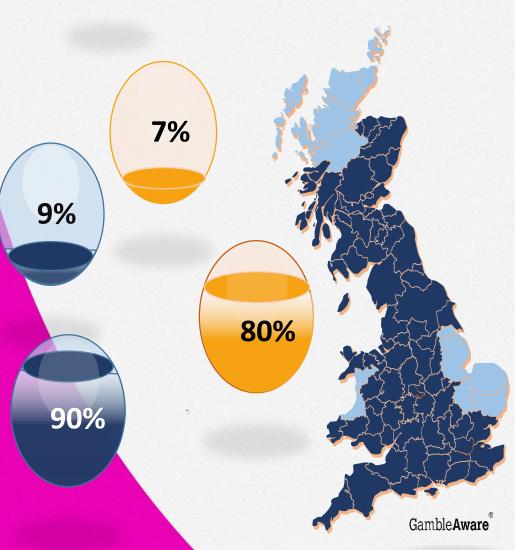
PSYCHIATRIC INTERVENTION AND COMPLEX CARE

COMMUNITY PSYCHOSOCIAL INTERVENTIONS



1%

TREATMENT IN GREAT BRITAIN



Support in Leeds

- GambleAware website
- National Gambling Helpline
- NECA
- Krysallis
- Gordon Moody Association
- National Problem Gambling Clinic

Other agencies – debt advice, housing support, employment services...

BeGambleAware.org

National Gambling Helpline Freephone 0808 8020 133 8am-midnight 7 days a week







Our 5 year strategy



- Tripling the number of people benefiting from Gamble Aware's treatment services.
- Doubling the investment in prevention, particularly through the promotion of the Gamble Aware website.
- Increasing the research budget by 50%, spending £1.5m annually by 2018.
- Raising over £10m a year from all those who profit from the gambling industry, including licence-holders, broadcast and online advertisers and professional sports

Where does responsibility lie?

- Where does responsibility lie for tackling gambling-related harm?
- What can your organisation do?
 - Which people are responsible in your organisation?
- What should other organisations do?
 "Advice agencies need to be aware that some individuals with debt problems may have a gambling problem. These agencies have the potential to play a key role in identifying signs of problem gambling, making interventions and signposting clients for help where appropriate." (RGSB, 2015)



"Would it be ok to have a quick discussion about gambling? We like to cover this with all of our clients. It's an opportunity to have a think about how gambling fits in to your life. Do you gamble at all?"

"We're trying to improve our service and offer people a bit more. We're offering screening for a range of things - including gambling. Are you interested in finding out more; it only takes a few minutes?"

"We have already discussed confidentiality but I just want to restate that this discussion will be confidential, in the same way as any other information about you."

"I know you weren't necessarily expecting to be looking at this today, but I wonder what you think about how gambling fits in with some of the other issues that have bought you here today?"



BRIEF INTERVENTION QUIDE

Sources of further help and support

National Gambling Helpline Freephone 0808 8020 133

8am-midnight 7 days a week

BeGambleAware.org

about.gambleaware.org

infohub.gambleaware.org

jane@gambleaware.org

David Roberts

Financial Inclusion Manager Leeds City Council



Helping people out of financial hardship

All this talk of percentages Leeds

Problem Gamblers – Over 10,000

Those at risk of Harm – Over 30,000





Supporting Communities and Tackling Poverty

- Providing more accessible advice services to meet demand
- Tackling problems associated with high cost lending
- Working with Leeds Credit Union to provide affordable banking and credit services
- Delivering financial support schemes that support the most vulnerable
- Provide more integrated support around welfare and benefits





Debt - Characteristics

Embarrassment

Shame and stigma

Impact on family

Relationships

Not seeking advice – until very serious







Money Information Centre



We thought we needed a high-cost loan.

We didn't.

Find another way. Visit: www.leedsmic.org.uk

leedsmic leedsmic







www.leedsmic.org.uk



Promotional Campaign



NEVER commit, condone, or remain silent about men's violence against women



#WhiteRibbonLeeds #IsItOkLeeds www.leeds.gov.uk/whiteribbon







Awareness – Front line staff

Over 1,000 staff

Customer Contact

Libraries

Housing

Children's Centres

Public Health

Clinical Commissioning Groups (CCGs)







Awareness – Advice Staff

Third Sector Advice Agencies

Welfare Rights Service

Housing Advice

Social Prescribing Staff (Health)







Advice, Counselling and Support

Services based on current demand Is service adequate to meet current demand?

What service is needed to meet increased demand?





Just the Beginning

We don't have all the answers
We do Have:

Networks and Partnerships

Experience of delivering change

Enthusiasm

Determination





Panel

Chair: James Rogers
An opportunity to
question the speakers

Anne Evans Trustee Young Gamblers Education Trust