

Insights on assessing need and reducing gambling harms in local authorities

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Task 1 - Stakeholders

Imagine you are asked to convene a local steering group to explore and address gambling related harm in your locality.

Who would you invite and why?

3 minutes!



Identifying Stakeholders

Stakeholder Engagement

A range of different stakeholders have informed this work. They have been asked their views on 3 key areas:

- Observation of gambling harms amongst service users
- Whether they have collected local data on service users affected by gambling harms
- Knowledge of local support services for gambling harms.

The stakeholder engagement has taken place through various methods: one to one meetings, phone conversations, attending team meetings, email contact and attendance at regional working groups.

A limitation of the work has been a lack of contact with people who gamble in Hull.

Stakeholders include:

Hull City Council Public Health Team,
The Hull Citizens Advice Bureau,
Tenancy Sustainment Team, Headspace
Operational Group, Children & Young
Peoples Services,

Fraud Team,
Hull University,
Tigers Trust,
East Riding County FA,
Hull Domestic Violence Partnership,
Public Protection Team,
Hull Clinical Commissioning Group

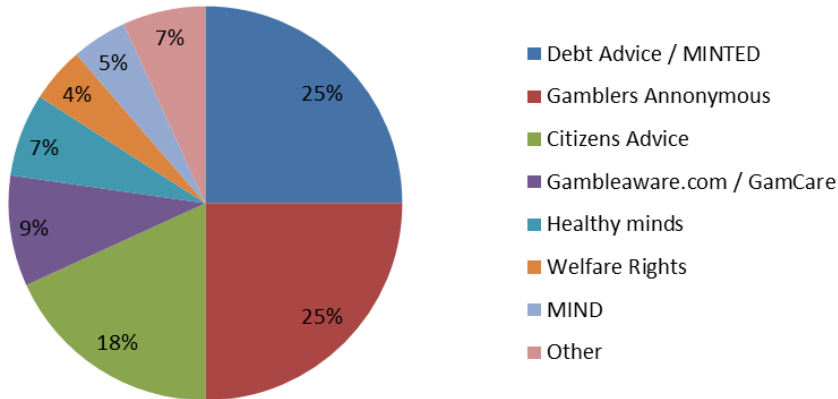
Krysallis (Gamcare treatment provider),
The Gambling Commission,
The Big Deal Project.



Hull
City Council

Engagement

Problem Gambling Referrals - Tameside Survey



Not knowing what services are out there and how to access them

Improve the link between debt services and support for gambling addiction

Training and engage with service providers

Easier and quicker access to services

Lack of local support groups for people

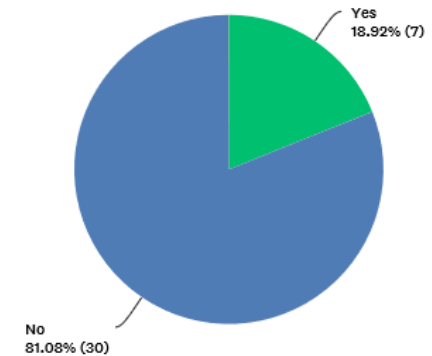
Need more awareness raising e.g. posters in GP practices

Increase screening/questions about gambling during assessments

Open discussions with problem gamblers; no judgement or stigma

Does your service ask questions about gambling as part of routine assessment and care planning?

Answered: 37 Skipped: 0



Feedback from Services

In groups, please discuss some of your experiences in working with problem gamblers (suspected and confirmed):

- What kind of problems and impacts did the patient/client discuss?
- Were you able to help/signpost the person, if so how/where?
- How could we have improved support for these people?

Please record key points on post it notes on your tables



Evidencing Harm

Gambling Harm in Hull – National Gamcare Helpline data

Individuals that have gambling problems often present to services with debt problems. This may well be the first time that local services have come into contact with the individual. **No services in Hull routinely collect data on gambling prevalence** so local changes in problem gambling activity cannot be measured locally. Some evidence of harm can be found when analysing caller data made available by the National Gambling Helpline.

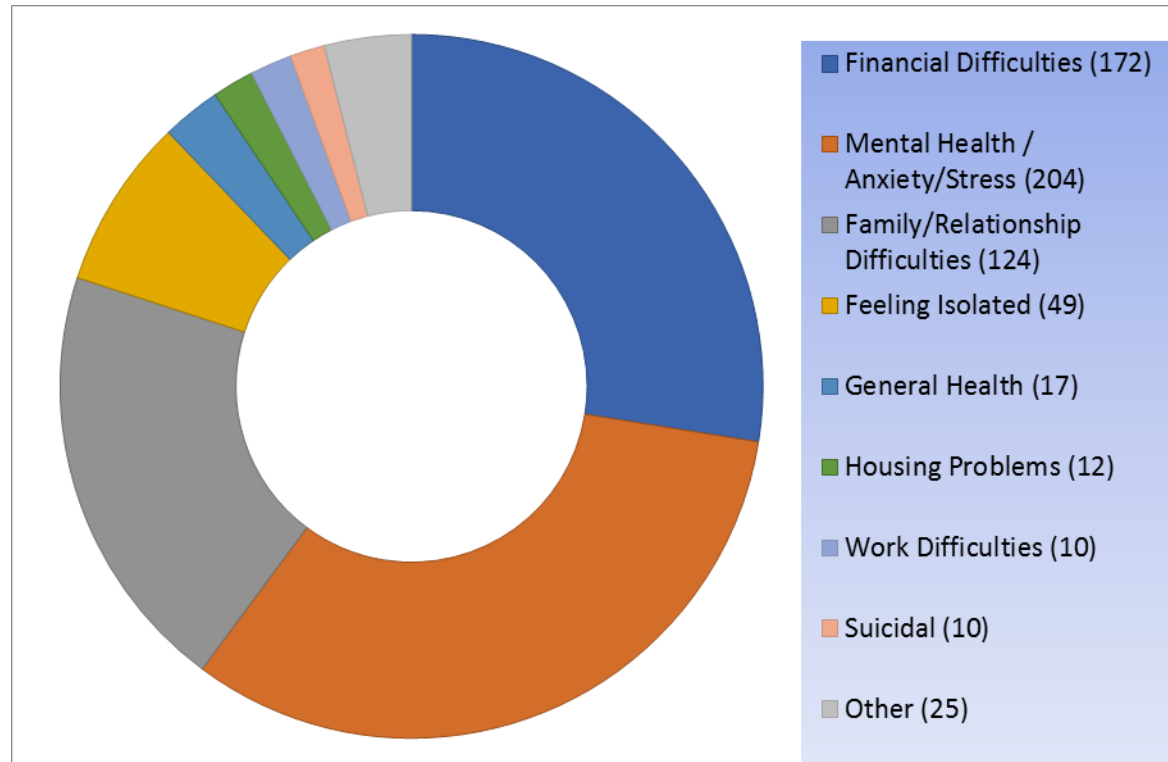
Some people from Hull do seek support with their gambling behaviour and the national gambling helpline has provided data to Hull City Council relating to the number of people in Hull that have accessed support from the National Gambling Helpline. Analysis of the caller data provides limited evidence of self reported harm. The table below displays the harms reported by callers.

It is important to recognise that Gamcare services are considered to support only a fraction of the problem gambling population. However, analysing the data is useful, providing insight into who is calling for support and the types of issues people in Hull report facing.

Key points from helpline data

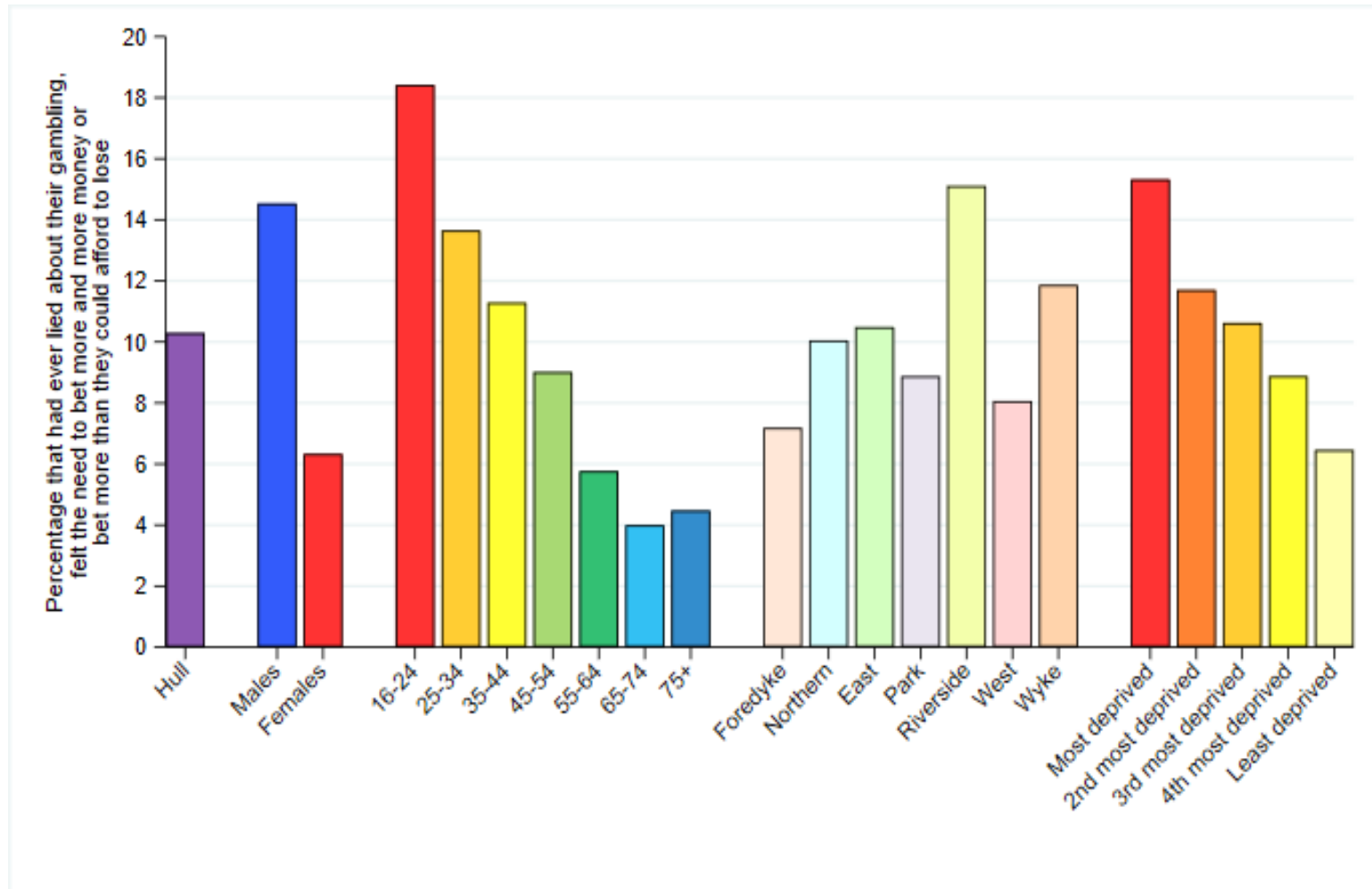
- 225 people in Hull called the helpline over the 3 year period.
- 30 % of Hull Gamcare Helpline callers between 2015 – 18 were female.
- Almost 50% of callers were under 35.
- The most common issues impacting individuals were :

Mental Health
 Financial Difficulties
 Family and Relationship Difficulties



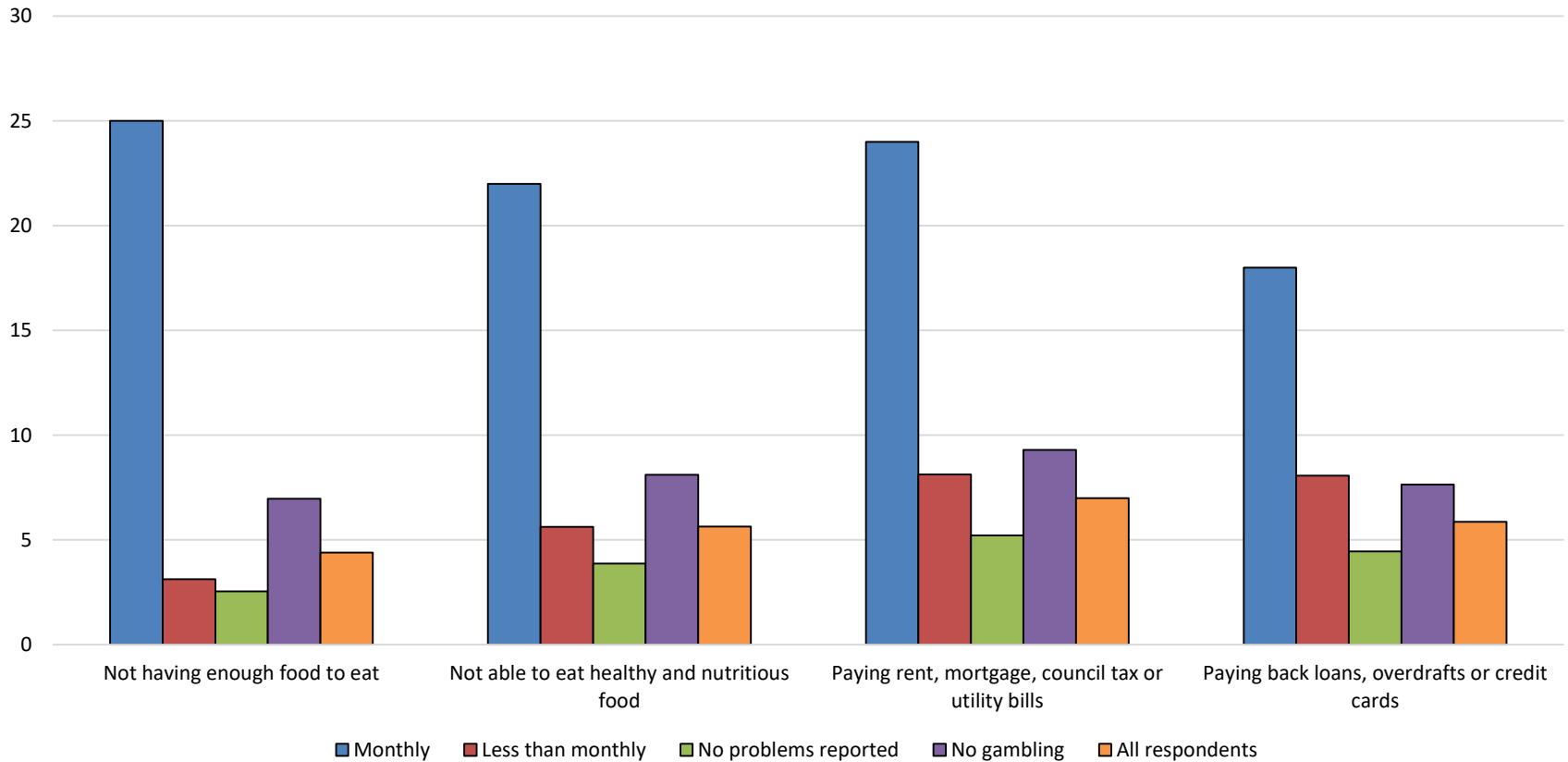
Hull Caller Reported Issues on Gamcare Helpline 2015-2018

Problem Gambling Behaviours



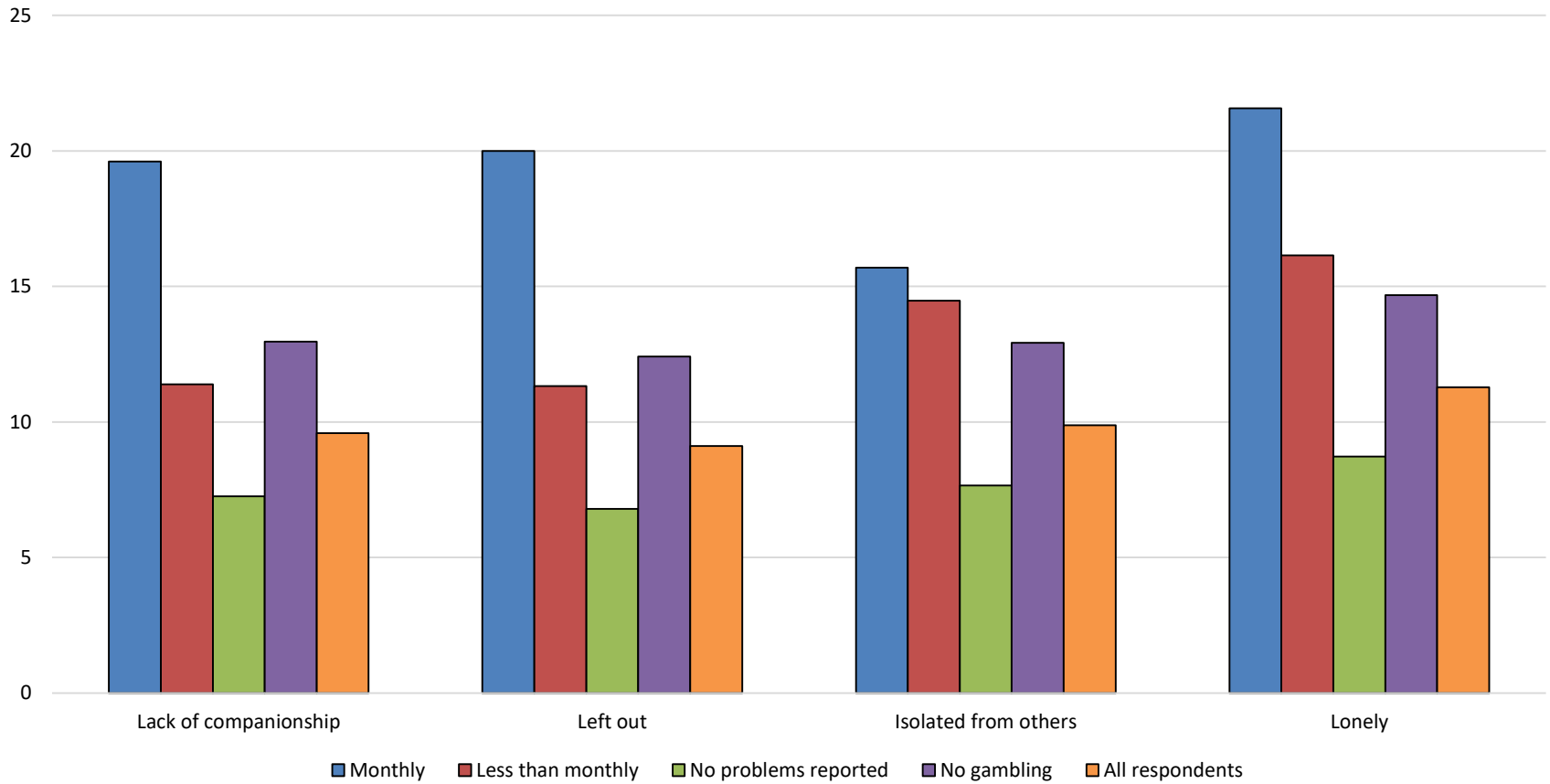
Money – related worries

Money-related worries on most days (%)
by frequency of problems due to gambling



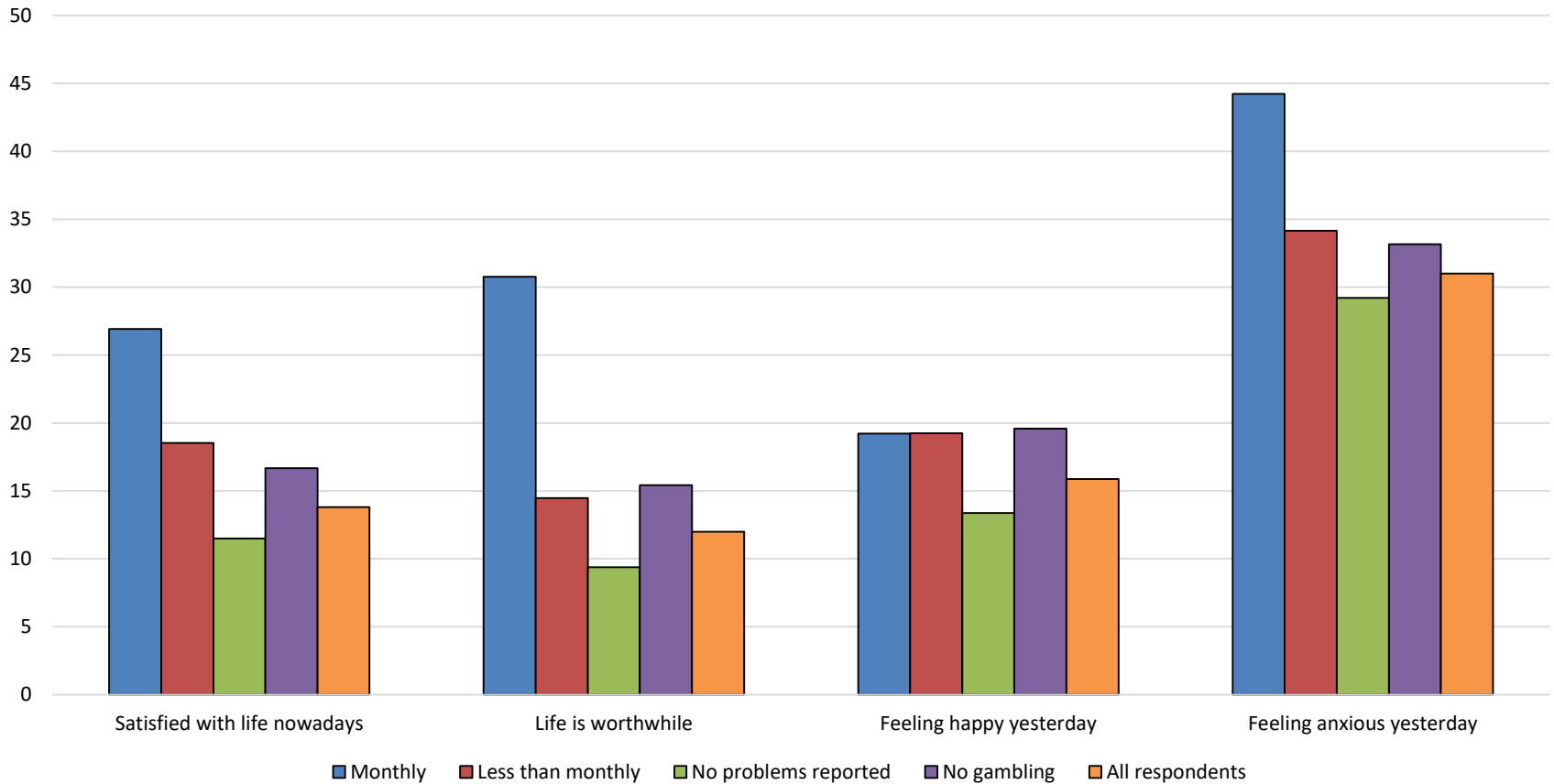
Social Isolation

Social isolation indicators (%) by frequency of problems due to gambling



Self Reported Wellbeing

Poor wellbeing scores (%) by frequency of problems due to gambling



Gambling Harm in Hull

Evidence suggests that suicide risk is elevated amongst people with gambling problems with a risk 15 times higher across the whole population and 19 times higher in men aged 20-49³⁷. Problem gambling appears to have affected at least 2 people in Hull that have committed suicide since 2017.

There are also examples of people with problem gambling behaviour being investigated for fraud in relation to direct payments in Hull. There have been at least two cases with expenditure on gambling obtained through direct payments of over £10,000.

The Fraud investigation team regularly observe transactions to and from gambling companies when analysing bank statements in fraud investigations.

Frontline services in the city such as Citizens Advice, the Domestic Abuse Partnership and Tenancy Sustainment also report observations of problem gambling having serious detrimental effects on individuals and families.

Observations from Services

Services in Hull work with people affected by problem gambling and observe the wider societal harms it can bring to individuals and families. Services may identify these harms in manifestations of debt, poor mental health, housing instability or domestic violence as described here by staff in frontline services in Hull.

As part of the needs assessment process, engagement work was undertaken with these staff to gain insight on how gambling harms impact on people and families in our community.

In their own words, comments from staff working in Hull have been grouped into themes that emerged during the engagement process.

Problem Gambling Prevalence

Problem Gambling prevalence data is collected via Health Surveys of England, Scotland and Wales. Amongst adults, they report stable levels of problem gambling based on data collected in 2016²³.

In 2016, 0.7% of respondents aged 16+ were classified as problem gamblers, 1.2% of men were classified as problem gamblers, compared to 0.2% of women. In 2016, 6.6% of all gamblers were identified as low or moderate risk gamblers.

Although problem gambling is stable in the adult population it has increased fourfold amongst 11- 16 year olds in recent years, 0.4% in 2016, to 1.7% in 2018.

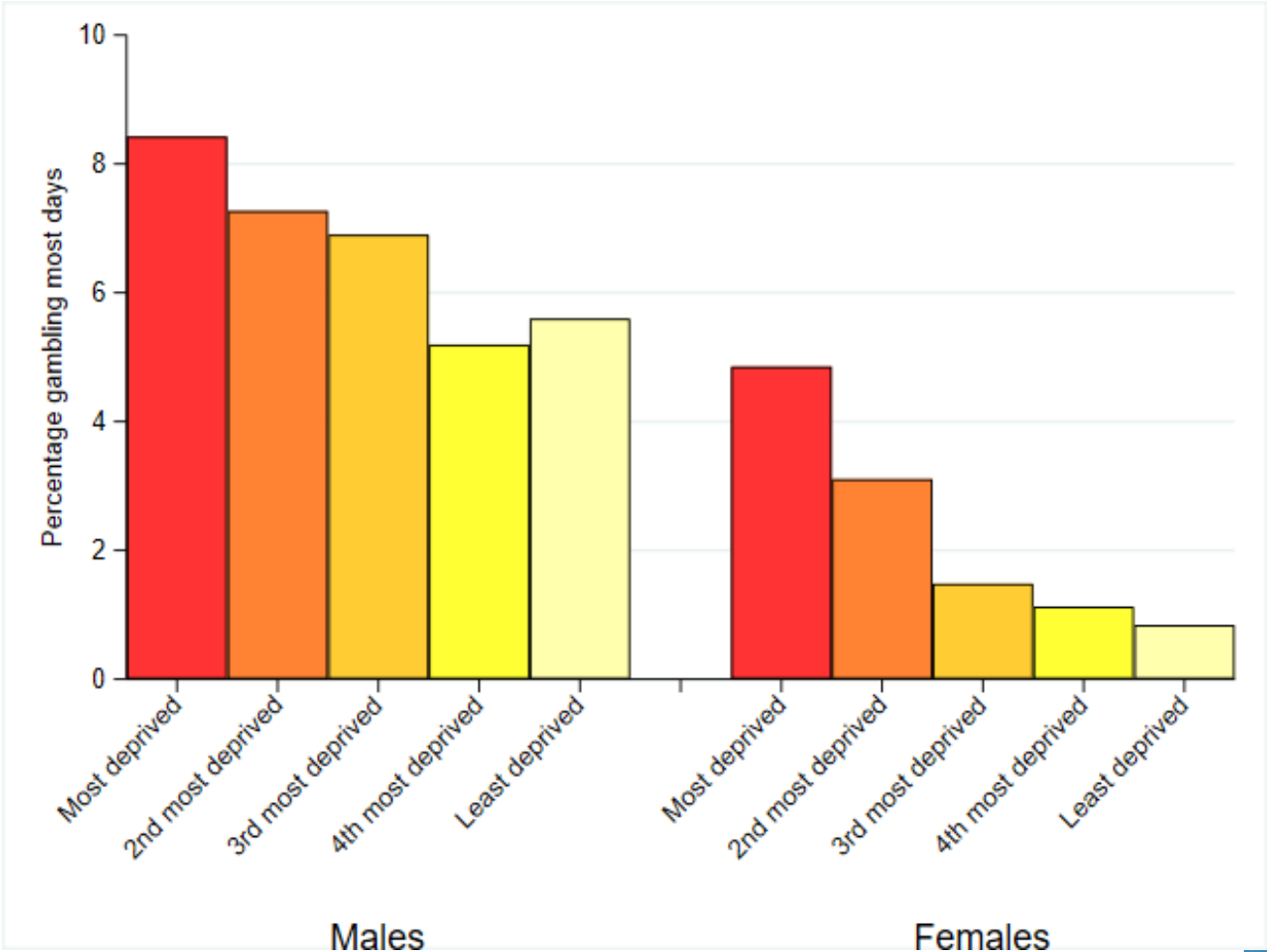
If we apply these prevalence estimates to the Hull population we see that problem gambling affects significant numbers of people with thousands more at risk of developing problem gambling behaviours.

Leeds Beckett University have proposed that Northern Industrial Cities have higher rates of problem gambling. Estimates have been displayed using the Leeds Beckett model too²⁴.

Prevalence Estimates for Hull.
Using British Gambling Prevalence survey estimate -Gambling Commission (2016)
Adult (16+) population of 209,332
Problem Gambling prevalence amongst adults (16+) 0.8% = 1674 people
Leeds Beckett (Northern City Estimates)
Problem Gambling 1.8% = 3676 people
At Risk Gambling 5-6% = 10,211 – 12,253 people
Problem and At Risk- 7-8% = 13,887 – 15,929 people



Percentage of Adults in Hull 2019 Gambling most days



Gambling Licences and Deprivation



Legend

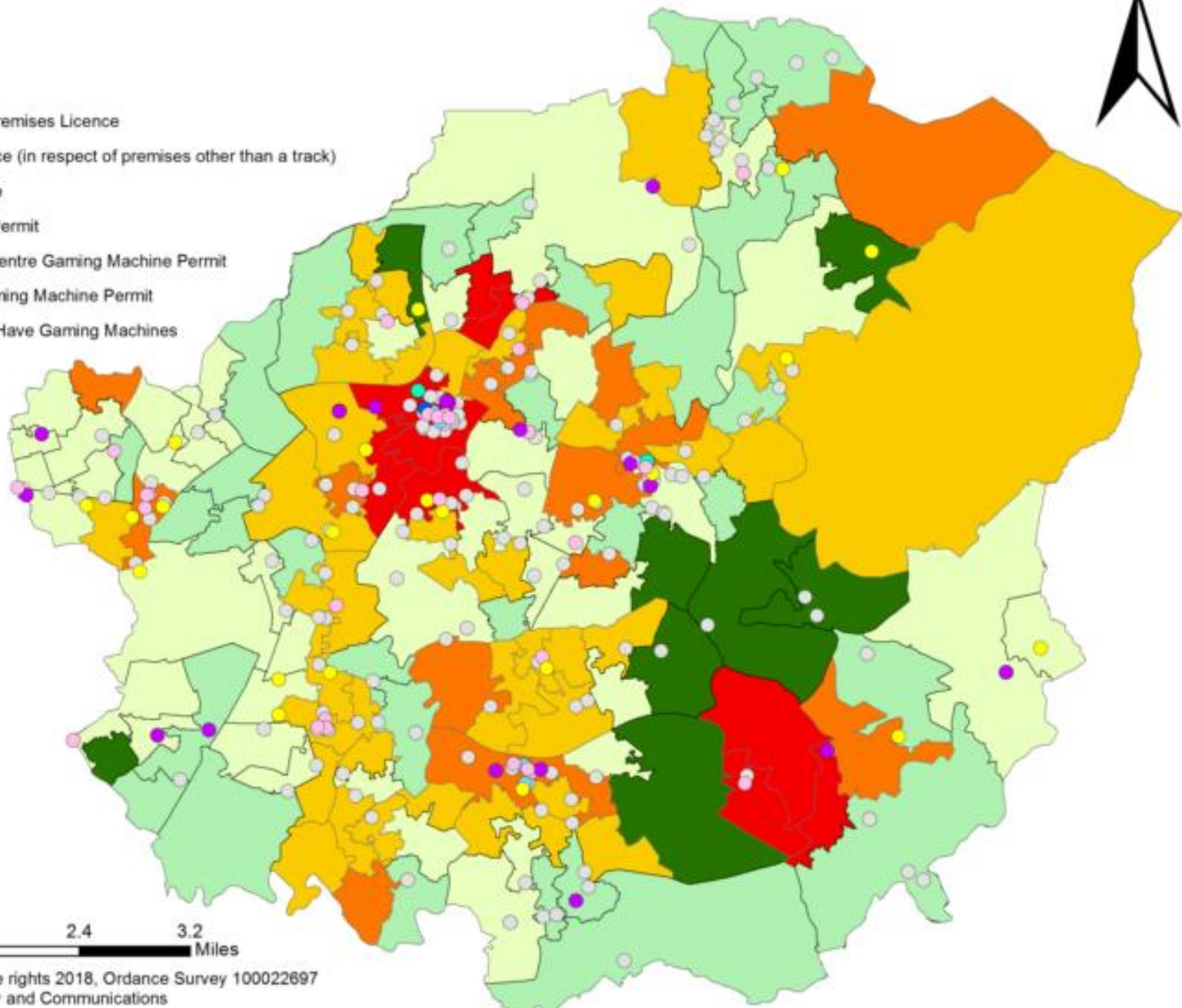
Type of Licence

- Adult Gaming Centre Premises Licence
- Betting Premises Licence (in respect of premises other than a track)
- Bingo Premises Licence
- Club/gaming Machine Permit
- Family Entertainment Centre Gaming Machine Permit
- Licensed Premises Gaming Machine Permit
- Notification of Intent to Have Gaming Machines

LSOAs

IMD Deprivation

- Worst 5% nationally
- 5.01 - 10
- 10.01 - 25
- 25.01 - 50
- 50.01 - 75
- 75.01 - 100



0 0.4 0.8 1.6 2.4 3.2 Miles

Elected member Interest & Media Coverage

Elected member Interest & Media Coverage

More women 'becoming addicted to online bingo' report warns

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- 1 28 shocking photos of the flooding in Yorkshire

Elected member Interest & Media Coverage



The screenshot shows a news article on the HullLive website. The header is dark red with the 'HullLive' logo on the left and navigation links for 'NEWS', 'IN YOUR AREA', 'SPORT', and 'MORE' in the center. On the right of the header are three white circles and a search icon. Below the header, the article's breadcrumb trail reads 'News > Hull & East Yorkshire News > Politics'. The main headline is 'Hull councillor Shane McMurray lost 'enough money to buy a house' gambling after relationship broke down'. A sub-headline states 'Councillor Shane McMurray shared his experience during a meeting looking at the issue of problem gambling'. Below the headline, there are social sharing icons (Facebook, Twitter, Email) and a 'SHARE' button. The author is identified as 'By Angus Young' with a timestamp of '20:33, 4 NOV 2019' and an update time of 'UPDATED 20:48, 4 NOV 2019'. A 'NEWS' tag is visible on the right. A light green box contains a search bar with the text 'See news near you', 'Enter your postcode', and a 'Go' button, along with the 'In YourArea' logo. Below this is a photograph of Shane McMurray. To the right of the photo is a grey box labeled 'ADVERTISEMENT'. At the bottom right of the page is the Hull City Council logo.

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Hull councillor Shane McMurray lost 'enough money to buy a house' gambling after relationship broke down


Councillor Shane McMurray shared his experience during a meeting looking at the issue of problem gambling

SHARE   By [Angus Young](#)
20:33, 4 NOV 2019 | UPDATED 20:48, 4 NOV 2019 **NEWS**

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Hull's hidden addiction: The Gamblers of Holderness Road speak out


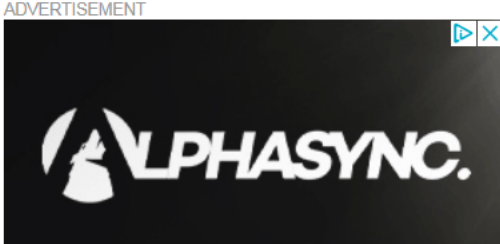
The area is inundated with betting shops

SHARE  

By **Angus Young** & **Anna Riley**
17:42, 21 NOV 2019 | UPDATED 20:56, 21 NOV 2019

NEWS

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Task 2 - Actions

What Potential Local Actions might we take:

- Primary Prevention & Secondary Prevention?
- Tertiary Prevention?

5 minutes and feedback



What are we doing about it?

Multi-faceted approach



Licencing Policy

- Tameside licencing policy updated to increase requirements on licence holders
- Data on interventions to reduce gambling harm now being collected from licence holders.

Support and Interventions

- New counselling services set up in Tameside + media coverage.
- Numerous **awareness raising sessions** run with staff to help identify and refer gamblers; gambling awareness week 13/5 (up to 200 wider staff).
- Developing an outreach offer to schools and colleges to help prevent gambling harm (YGAM, Beacon).

Planning Policy

- Several local authorities have tightened policies on where gambling establishments can be located.
- Tameside planning policy due to be renewed early 2019 to incorporate restrictions around new gambling premises.

Education Provision

- **Range of services available – all free**
- Evidence of effectiveness - challenging
- Challenges in getting offers into schools and other organisations.
- Slow progress...

GambleAware®

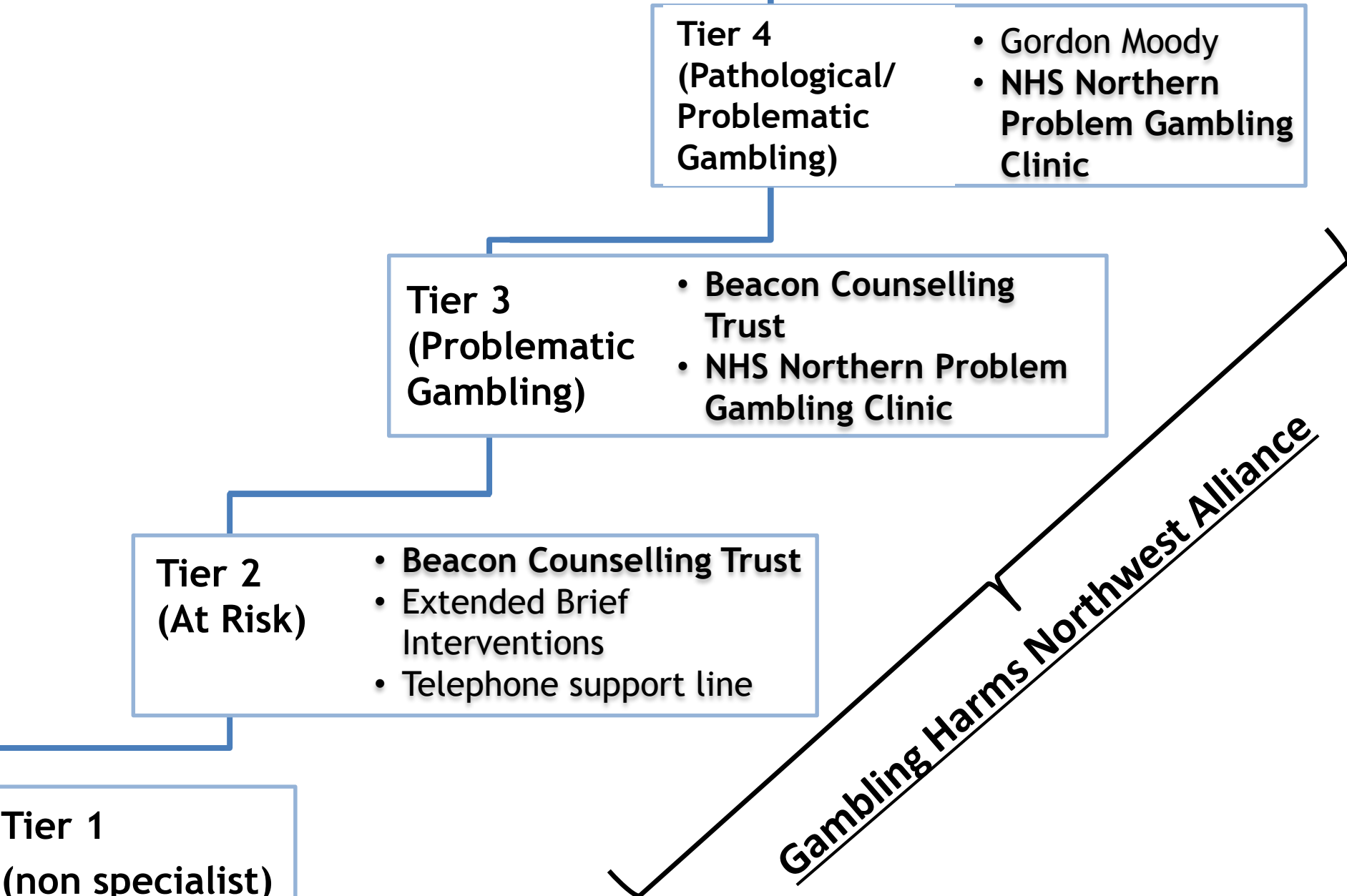


Awareness Raising



- **So important**
- Included staff who work in the gambling industry.
- Approximately 400 staff reached since the project started...**for free.**
- Never ending....
- Build awareness of:
 - The issue and risk factors
 - How to talk about it/screen
 - Where to refer

Treatment Services



Local Treatment Provider

- **Very engaged, luckily. And free.**
- Going from one clinic to two
- Postcode lottery in GM
- Integration with NHS clinic
- Issues with data
- Growing the peer to peer support offer



Northern Gambling Service



Leeds and York Partnership
NHS Foundation Trust



Staff Health & Wellbeing

- > Counselling service
- > DSE eyesight test
- > Exercise rehabilitation
- > Health and fitness facilities
- > Health screening
- > Healthcare payment scheme
- > Specialist support agencies
- > StepJockey
- > Support with Gambling
- > Wellbeing

Support with Gambling

A banner image with a background of a sea and mountains. The text 'Support with Gambling' is centered in a dark grey box. Below it, a white box contains text about GamCare support. The Krysallis and GamCare logos are on the left, and another white box on the right contains text about confidential support for partners and family members.

Support with Gambling

Any individual from the age of 16 that has been adversely affected by gambling, or is at risk of developing a problem with gambling, can access free GamCare support

krysallis

GAMCARE

Partners, family members and friends that have been affected by a loved one's gambling can also access confidential support

The team of specialist treatment practitioners provide free face to face, phone and online support and treatment in the Yorkshire and Humber area in a number of local locations.

An individual or professional can refer directly via the following options:

- GamCare helpline: **freephone 0808 8020 133** (8am-midnight, 7 days a week)
- GamCare Live Chat: <https://www.gamcare.org.uk/get-support/talk-to-us-now/> (24 hours a day, every day of the year)
- Krysallis: **01423 857939** (9am-5pm, Mon-Fri)
- e-mail: referrals@krysallis.org.uk

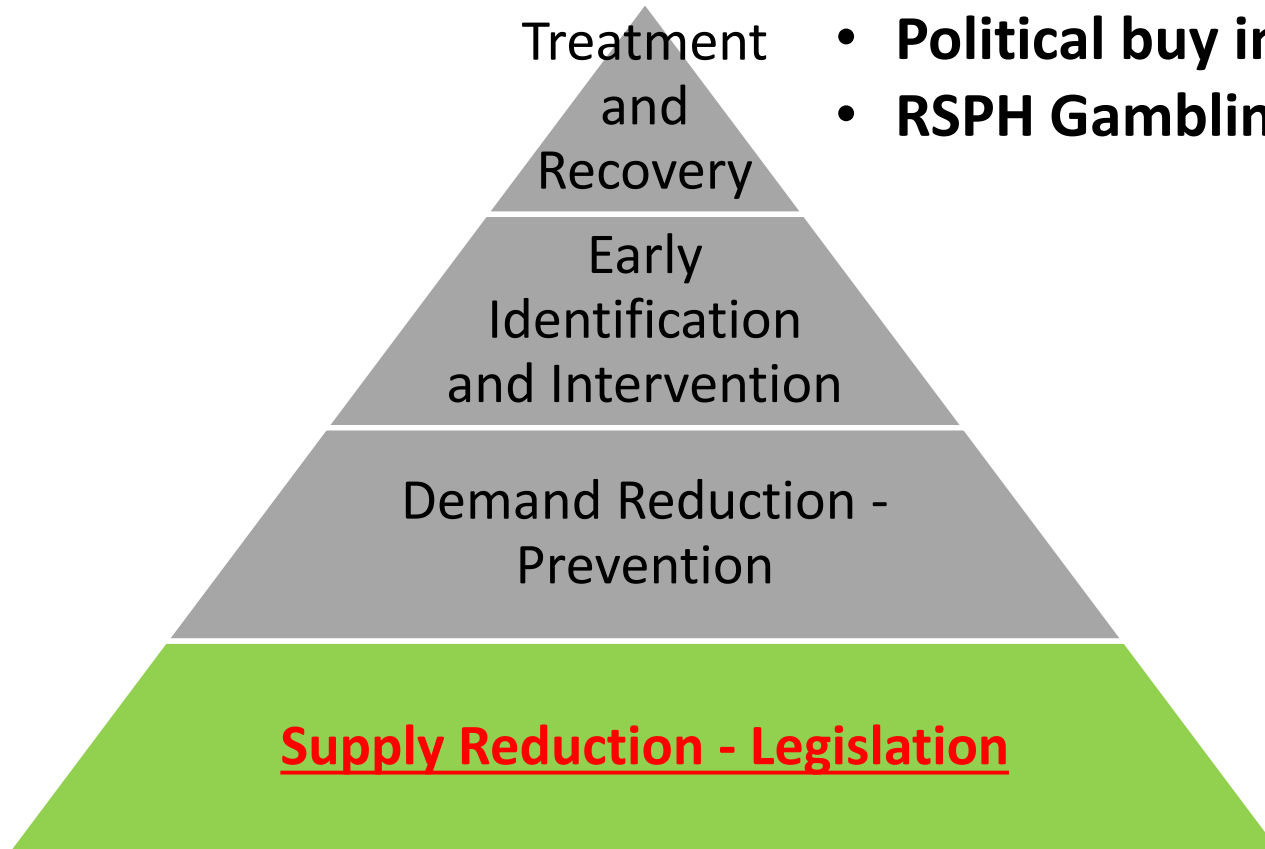
Recommended Actions

1. Training staff
2. Awareness raising amongst children and young people (a)
3. Measure Problem Gambling locally
4. Increase awareness of services
5. Assure compliance with responsibilities of gambling operators
6. Measure Problem Gambling Locally
7. Increase awareness of services
8. Assure compliance with responsibilities of gambling operators



Advocacy

- Feedback from Preston event
- Council's coming together
- Political buy in
- RSPH Gambling Alliance ?



Building momentum for, and advocating for, further legislation to make improvements at a population level

E.g. Smoking ban, impactful legislation, took years to achieve

Task 3 - Advocacy

How can local authorities and partner agencies influence national policy in addressing gambling harms?



Task 4 - Opportunistic

For each scenario below what are the immediate actions we should take? What opportunities does this present?

1. You receive reports of underage licensed premises users at an operator in your locality.
2. A local Paper runs a story about proliferation of gambling premises on prominent street elected members are concerned and raise this with the Public Health team.