



Working Together to Address Gambling Harms

Matt Smith, Director of External Affairs at Betknowmore UK and Expert by Experience

Southampton Gambling Harms Inquiry
19th December 2024



Introducing Betknowmore UK



What we want to achieve

Betknowmore UK has an ambitious strategy for sustainable growth, achieved through evolving strategic planning and learning, diversity of income streams and strong partnerships with organisations with shared values.

Our Vision

We want people to be empowered, to live the life they want to lead.

Our Mission

We aim to achieve our Vision by making it our Mission to:

‘Provide support and training services that prevent and address personal and societal harms caused by gambling.’



We believe in **providing support** to empower and build hope



We believe in recognising & understanding **diverse & under-represented communities**



We believe in creating connections through **lived experience**



We believe in carrying out our activities with **honesty and integrity**

Our Services

The logo for 'PEER AID' consists of the words 'PEER' and 'AID' stacked vertically in a bold, white, sans-serif font. This text is centered within a white circle that is set against a dark green background.

Our Peer Aid service ensures individuals harmed by gambling receive support from trained Peer Supporters, who themselves have fully recovered from gambling harms and addiction.

The logo for 'NEW BEGINNINGS' features the words 'NEW' and 'BEGINNINGS' stacked vertically in a bold, white, sans-serif font. The text is centered within a white circle that is set against a dark purple background.

New Beginnings is a peer support service for women directly harmed by gambling and affected others, offering support in one-to-one and group environments.

The logo for 'GOALS' consists of the word 'GOALS' in a bold, white, sans-serif font, centered within a white circle that is set against a dark teal background.

Our Gambling Outreach and Living Support (GOALS) service, works within local communities to enhance resilience to gambling harms.

Gambling harms impact on a wide range of local priorities:



Licensing

Licensing issues and enforcement costs linked to gambling harms and social responsibility failures



Community Safety

Domestic violence, criminal activity and crime committed at gambling premises



Public Health

Alcohol and substance misuse, poor mental and physical health



Housing

Debt from gambling harms, rent arrears, homelessness



Children's Services

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



Adult Social Services

Unemployment, isolation, suicidal ideation, domestic violence

The Issue

Training and consultancy	Screening and assessment	Support and treatment	Organisational support
Lack of awareness and understanding of gambling harms and their impact	Lack of data and localised screening creating a 'gap' in stakeholder knowledge	Residents experiencing gambling harms impacting their mental, physical and emotional wellbeing	Employers unable to facilitate workplace that manages risk from gambling
Gambling impacting multiple areas including in-person, online and emerging digital communities	Gambling remains a 'hidden' fiscal harm impacting multiple complex issues that may seem unrelated	Residents and stakeholders are not accessing support and treatment for their specific gambling harms	Limited internal policies and processes leading to lack of workplace welfare and safeguarding support

The Solutions

Training and consultancy	Screening and assessment	Support and treatment	Organisational support
<p>Bespoke training and consultancy quality assured by City & Guilds</p>	<p>Screening tool questions co-produced by academics and local authority</p>	<p>Bespoke support services such as drop-ins, community outreach and single sex interventions</p>	<p>Strategic planning days to inform integration into public health and social care</p>
<p>Informed by 'lived experience' and sector leading experts</p>	<p>Residents onboarded to support and treatment pathway as quickly as possible</p>	<p>Brief intervention resources and awareness packs for all residents and stakeholders</p>	<p>Quality assured training and workplace resources for all employers and employees</p>

GOALS

18

Hub Sessions

348

Brief
Interventions

Betknowmore UK delivered a WorkSafe session to Islington staff members from across departments to better equip them in having conversations around gambling harms and awareness around the topic.

Access Islington Hubs



- Based on learning from **We Are Islington** – our **early intervention and prevention service** developed to provide **wrap around support and services** to some of our most vulnerable residents during the pandemic.
- In July 2023, we launched our **Central Hub at 222 Upper Street**, followed by our **South Hub in Finsbury Library**.
- Working with colleagues across the Council and our **health and voluntary and community partners** to provide comprehensive support for challenges including **employment**, **financial** issues, **food** security, **housing**, **family** matters, **wellbeing**, and **community** safety.
- We have fostered strong **connections** with **multiple services**, enabling **effective referrals** and **community relationship-building**.
- Our Northern Hub **launched** on 18 September 2024.

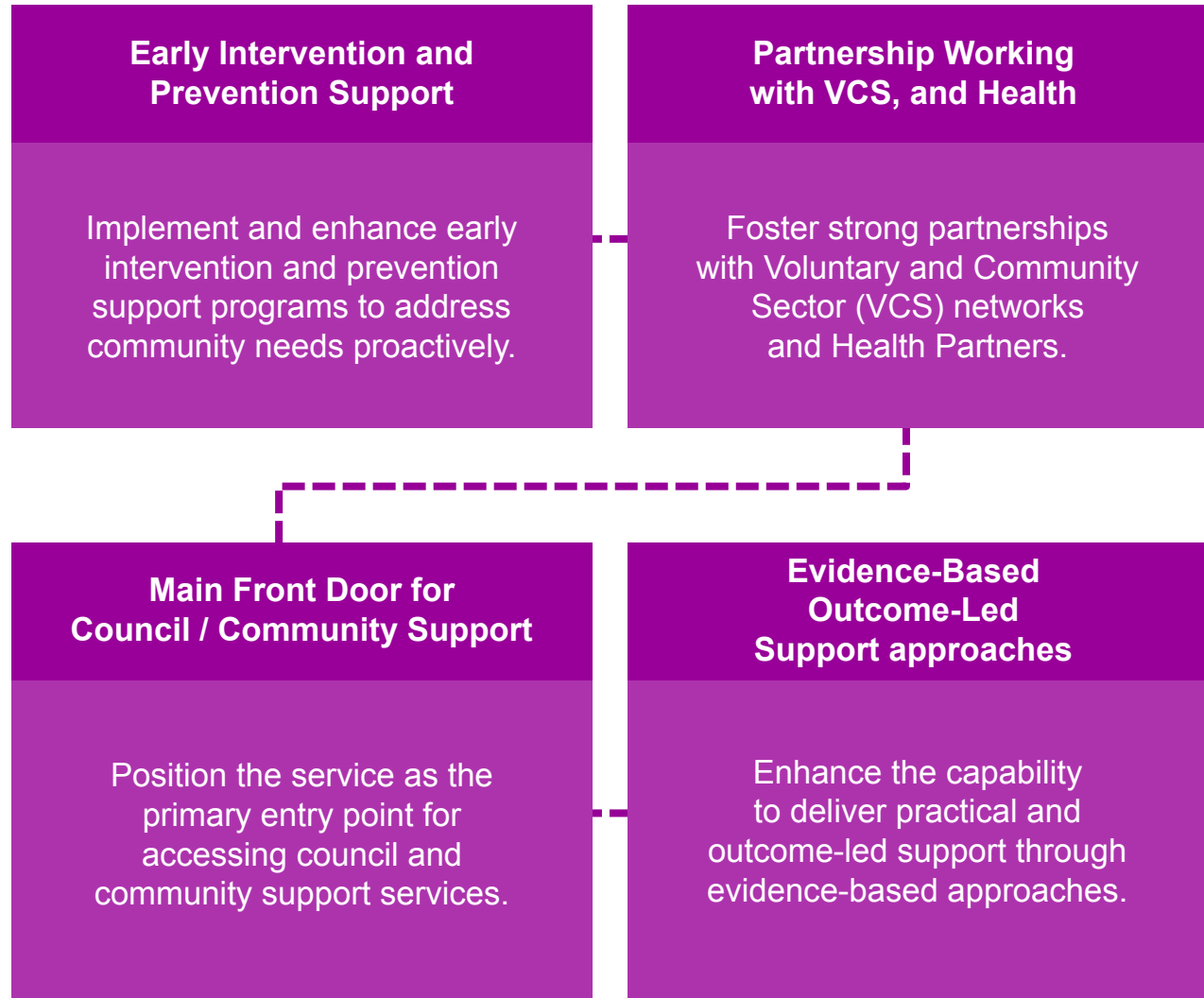


Access Islington Hubs



A **valued community resource** where local people can **access early intervention** and **prevention services** that **support** their needs.

- We cannot do this alone and work closely with VCS partners to enable residents to access support.
- Estimated 10k residents struggling with gambling harm in total population of 230k.
- It's a 'hidden' addiction.
- We were missing support – we have support for drug and alcohol addiction.
- Betknowmore UK team work alongside our own team in Central and will be in North from November.



Our Demand



- Connection sessions are in-depth conversations – talking to residents about their struggles and challenges.
- Key issues are unsurprisingly money and wellbeing – two of the four main issues associated with gambling harm.
- Both teams cross refer – making introductions both formally and informally.
- Betknowmore UK have a regular presence – residents can have an informal chat.

The Impact

Training and consultancy	Screening and assessment	Support and treatment	Organisational support
Awareness of issues and have clear understanding of their impact	Collation of evidence and harm indicators	Improved health and wellbeing of residents	Clear pathways to support for residents and staff
Acquire tools and knowledge to address gambling harms	True fiscal cost of hidden harms emerge	Reduction in associated co-morbid issues	Robust risk management and accountability

Working with You



- Support the drafting of local needs assessments
- Work with your local NGSN provider
- A system that can provide rapid support and treatment
- Experience of providing wrap around support

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