

## ANNOUNCEMENT

### **GambleAware and the University of Bristol's Personal Finance Research Centre start work on a practical guide to help financial services firms better support people affected by gambling**

**London, 27<sup>th</sup> August 2020:** GambleAware has commissioned the University of Bristol's Personal Finance Research Centre to produce a practical guide for financial services firms about how to support customers who are affected by gambling.

The work is the second phase of a partnership that aims to help those working within financial services to keep people safe from gambling harms.

The practical guide is being designed for use by financial services firms generally, but with a particular focus on lenders and debt advisers. It will explore good practice as well as identify new tools and resources that could be implemented where there are gaps in existing provision.

The PFRC research team will work closely with experts by experience to develop the new guide, as well as gathering evidence from financial services firms and organisations that provide training and support around gambling harm to the financial services sector.

The guide is due to be published in early 2021.

**-ENDS-**

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#### **About the research**

- In September 2019 a research partnership between the University of Bristol's Personal Finance Research Centre (PFRC) and GambleAware was formed to examine how financial services organisations can best help people who experience, or are at risk of, gambling harm.
  - The press release for this announcement is available [here](#).
- The first six months of the programme examined the effectiveness of bank card gambling blocks and how their potential could be maximised.
  - It was found that the technology behind bank card gambling blockers works, but that an estimated 28 million personal current accounts do not have the option to block gambling expenditure. The report recommended that all banks and credit card firms should offer blockers as a standard feature on their cards, with a time-released lock of at least 48 hours and the option to limit cash withdrawals. The full report is available [here](#), the executive summary [here](#), and the press release [here](#).

# GambleAware

- The funding allocated for the second phase of the programme to develop a practical guide for financial services firms is £39,650.
- As the programme evolves, other topics might include identifying effective financial self-help for gamblers, such as apps, budget planners or money guidance; and the feasibility of a 'single gateway' for credit self-exclusion.

## About GambleAware

- GambleAware is an independent charity (Charity No. England & Wales 1093910, Scotland SC049433) that champions a public health approach to preventing gambling harms – see <http://about.gambleaware.org/>
- GambleAware is a commissioner of integrated prevention, education and treatment services on a national scale, with over £40 million of grant funding under active management. In partnership with gambling treatment providers, GambleAware has spent several years methodically building structures for commissioning a coherent system of brief intervention and treatment services, with clearly defined care pathways and established referral routes to and from the NHS – a National Gambling Treatment Service.
- The National Gambling Treatment Service brings together a National Gambling Helpline and a network of locally-based providers across Great Britain that works with partner agencies and people with lived experience to design and deliver a system, which meets the needs of individuals. This system delivers a range of treatment services, including brief intervention, counselling (delivered either face-to-face or online), residential programmes and psychiatrist-led care.
- In the 12 months to 31 March 2019, provisional figures show that the National Gambling Treatment Service treated 10,000 people and this is projected to rise to 24,000 people a year by 2021. Helpline activity is currently running at about 30,000 calls and on-line chats per annum. GambleAware also runs the website BeGambleAware.org which helps 4.2 million visitors a year and signposts to a wide range of support services.
- GambleAware produces public health campaigns including Bet Regret. A Safer Gambling Board, including representatives from Public Health England, the Department for Digital, Culture, Media and Sport, and GambleAware, is responsible for the design and delivery of a campaign based on best practice in public health education. The Bet Regret campaign is being funded through specific, additional donations to the charity, in line with a commitment given to the government by the broadcasting, advertising and gambling industries. See <https://about.gambleaware.org/prevention/safer-gambling-campaign/>.