

Care Quality Commission Assessment of National Gambling Support Network Providers

10 December 2025

Our Role

Our vision

Everyone receives safe, effective and compassionate care.

Our purpose

We regulate health and adult social care, we work together with the public, systems and providers of care to protect people, and to promote and improve quality of care.



Advice and Assistance

Gambling harms treatment services do not fall within CQC's scope of regulation, as set out by the Health and Social Care Act 2008.

However, paragraph 9 of schedule 4 of this legislation allows CQC to provide advice and assistance to another public authority.

The Gambling Commission and GambleAware have commissioned CQC to provide an assessment of the quality of care provided by NGSN providers.

Assessment **do not** include **enforcement or ratings**.



Assessment Framework

The assessment framework is based on the five key questions:

- **Is it safe?**
- **Is it effective?**
- **Is it caring?**
- **Is it responsive?**
- **Is it well-led?**

The assessment framework includes the latest NICE guidelines (published 28 January 2025), GambleAware quality standards and reporting requirements.

The assessment framework consists of:

- **A list of quality statements which underpin the five key questions based**
- **Prompts based on good practice**
- **Evidence categories**
- **Evidence examples**

Lived Experience

We have engaged with people with lived experience through:

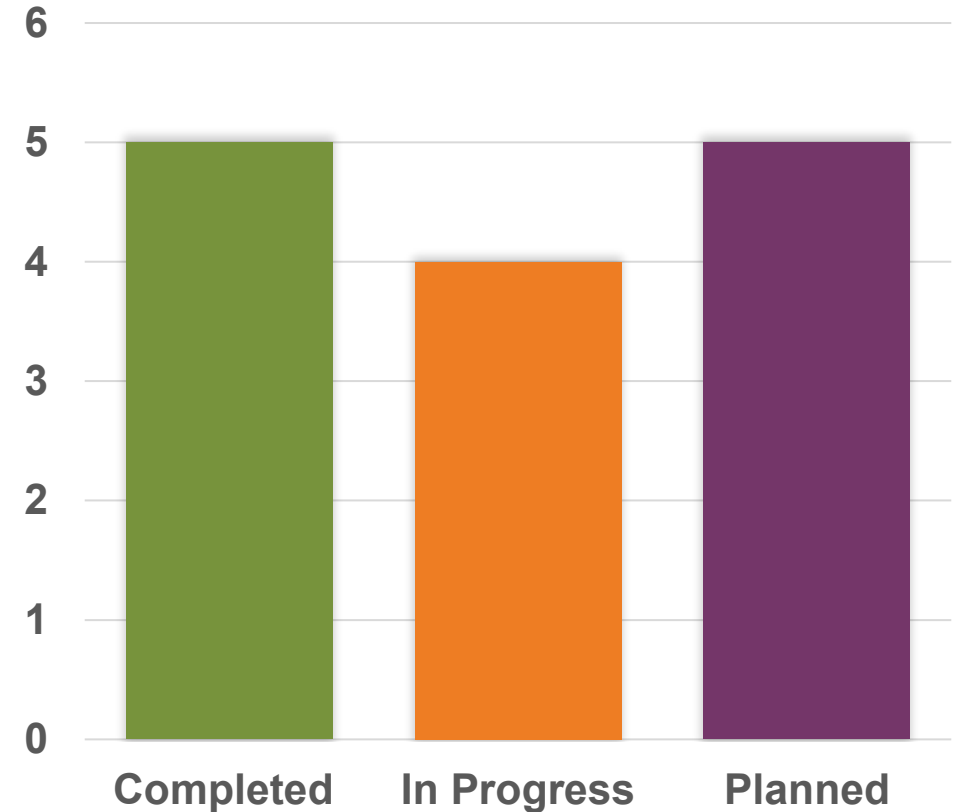
- Involving them during the scoping and piloting phases to ensure their perspectives shaped the initial design.
- Co-producing our assessment framework in partnership with people with lived experience, embedding their insights throughout.
- Conducting interviews and user questionnaires with people with lived experience as part of our assessment process.



Progress to date

Baseline assessments commenced in May 2025.

- Currently:
 - 5 provider assessments have been undertaken, and reports are published on GambleAware website.
 - 4 provider assessments are in progress.
 - 5 provider assessments are planned to the end of February 2026.



Next steps

- All assessments will be completed by February 2026.
- A National Report summarising key themes and findings on the effectiveness and quality of services across the NGSN will be prepared by March 2026.
- The National Report will be published on both the CQC and Gambling Commission websites.
- The Service Level Agreement will conclude in March 2026.

For any queries please contact cqcgamblingwork@cqc.org.uk