

The National Gambling Support Network (NGSN)

GambleAware

What is the National Gambling Support Network

The National Gambling Support Network is available for anyone who is experiencing harm from gambling and wants support for it, as well as those who are affected by someone else's gambling. The Network is a group of organisations across Great Britain offering free confidential one-to-one support to help people get back on track.

We're here for whatever level of support is needed. We work closely with people struggling with gambling to find the right level of support. Whether they need one-to-one support with a treatment practitioner, advice from a qualified peer support worker with lived experience of gambling harms, residential treatment in a safe and structured environment or more.

The Network covers all regions across Great Britain. The right level of support for anyone experiencing gambling harms is available across all regions in England, Scotland and Wales.

What Support is offered

Tier 2 - Initial early intervention and support for people worried about their gambling, which may involve speaking to a trained professional from one of the NGSN's regional or national services who will give initial support and if treatment is required talk people through their options.

Tier 3 –includes forms of treatment such as one-to-one support, group treatment, or cognitive behavioural therapy (CBT)

Tier 4 – The most specialised and intensive level of care within the NGSN, where a person stays at a residential treatment centre.



National providers

- Adferiad Recovery
- Betknowmore UK
- EPIC Restart Foundation
- National Gambling Helpline
- Gordon Moody
- Reframe Coaching
- Primary Care Gambling Service



Performance

Tuesday, 02 December 2025

GambleAware

NGSN 24/25 performance highlights

Helping to prevent and reduce gambling harms

30,837

Tier 1 Brief, and Tier 2
Extended Brief interventions
delivered by NGSN regional
providers

7.9 days

Average waiting time for a
treatment appointment with a
regional service

6,689

Service users accessing
Tiers 3 & 4 treatment &
support

75%

Tier 3 service users
completed treatment ending
(planned from outset or
during therapy, or referred
on)

180

Aftercare referrals into
Epic Restart Foundation's
long term recovery support
(Q4 24/25)

65

People referred to Reframe
Coaching for peer and long
term recovery support (Q4
24/25)

NGSN 24/25

performance highlights

Helping to prevent and reduce gambling harms

44,779

Calls to the National Gambling Helpline

12,996

Referrals received by regional NGSN providers

1,337

Referrals made to Primary Care Gambling Service

1,041

Referrals to Betknowmore's Peer Aid, New Beginnings, and Goals programmes

995

Referrals received by Gordon Moody for residential treatment

164

People referred to Adferiad for residential treatment

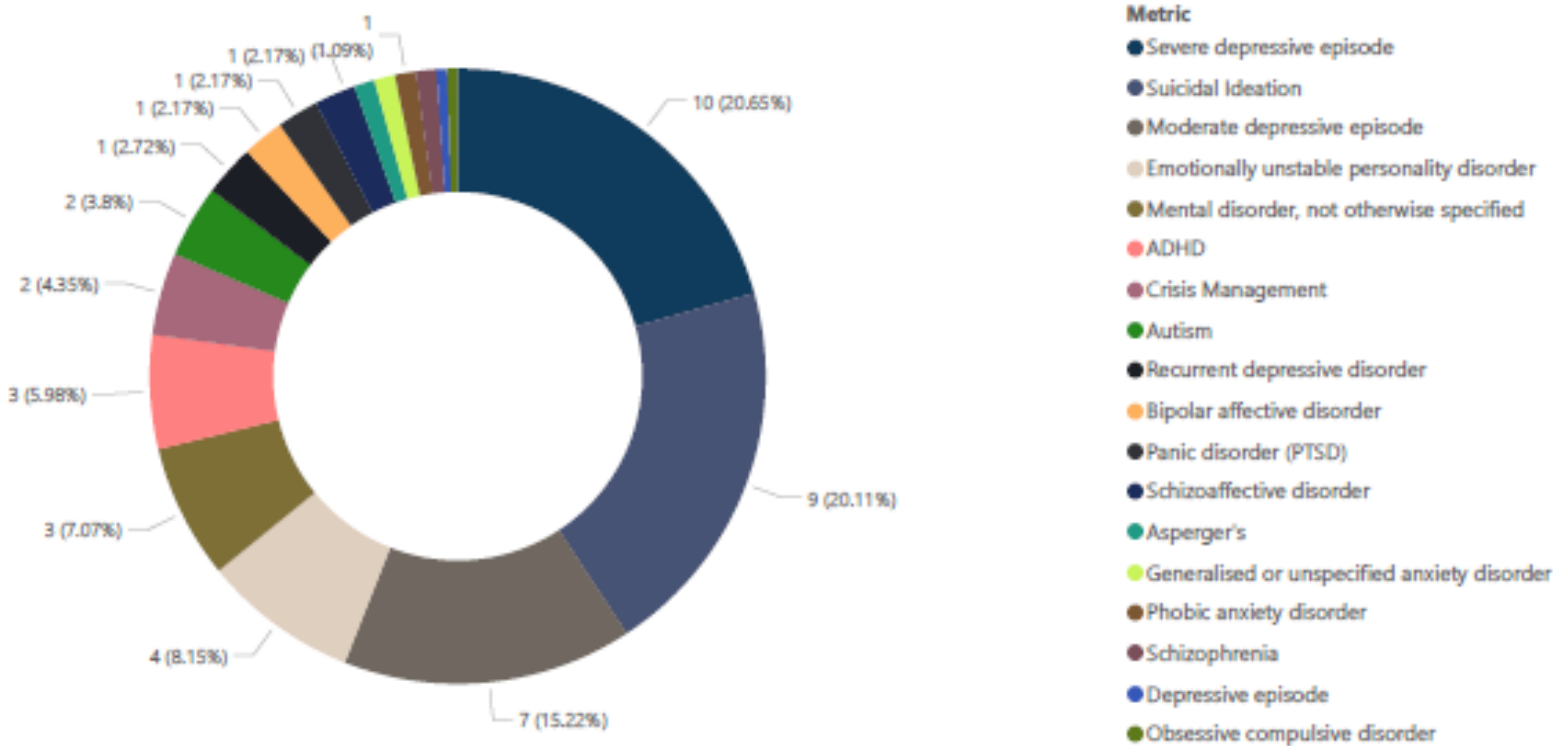
Provider Highlights

Tuesday, 02 December 2025

GambleAware

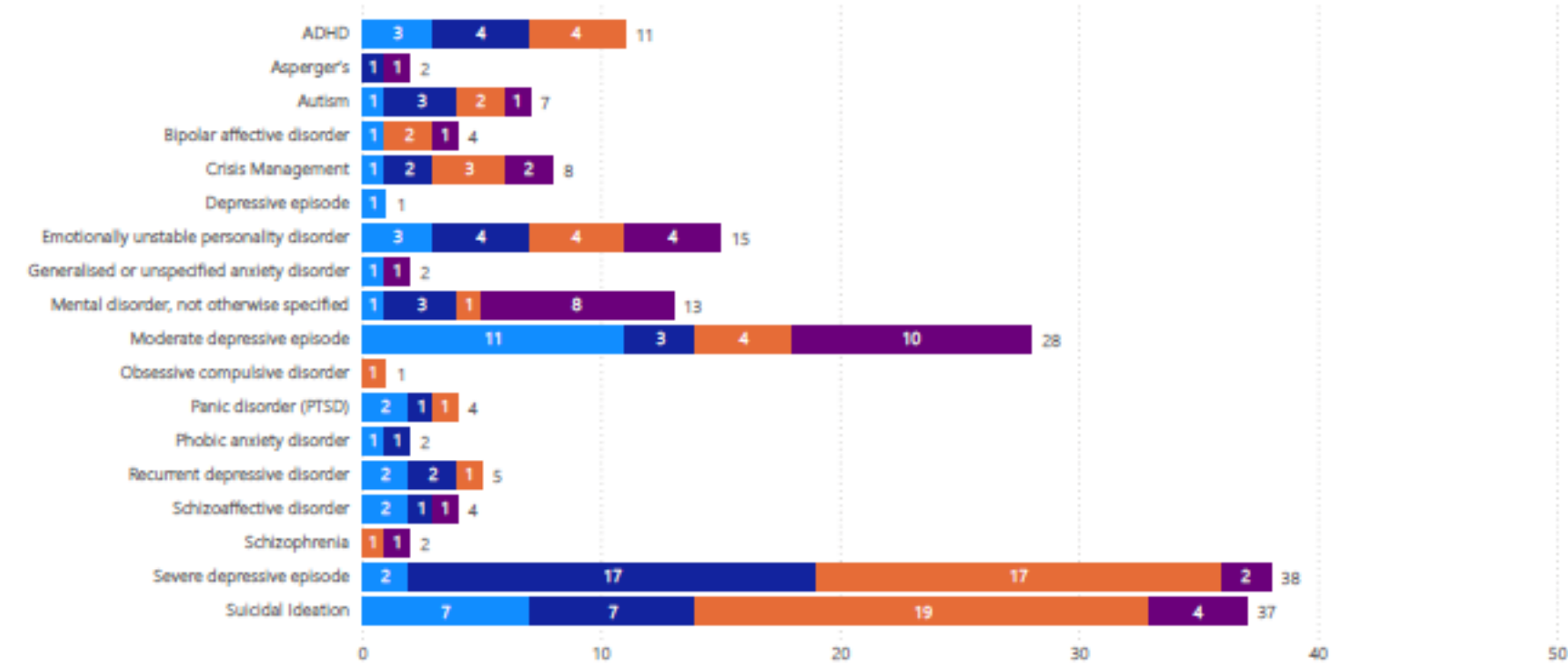
GambleAware
Mental Health

Clients by Mental Health Complexities



Clients by Mental Health Complexities

Period ● 30 June 2024 ● 30 September 2024 ● 31 December 2024 ● 31 March 2025



GambleAware
CORE10

CORE10 at Treatment Start

Metric ● Avg. CORE10 score at start of treatment



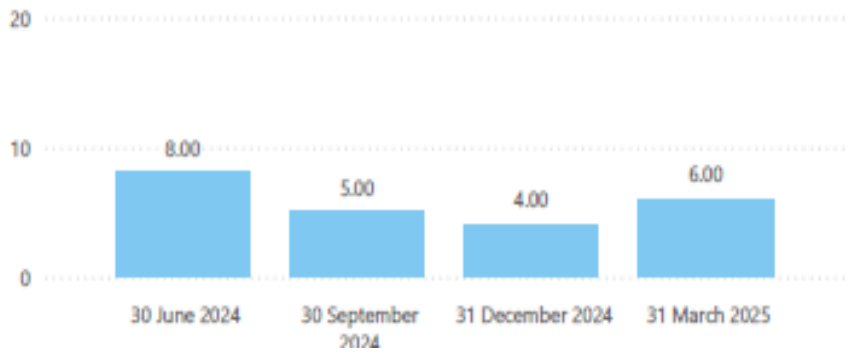
CORE10 at Treatment End

Metric ● Avg. CORE10 score at end of treatment



CORE10 Change at Treatment End

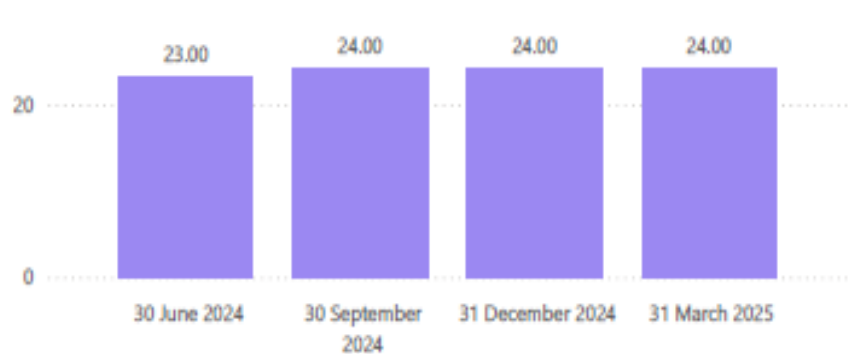
Metric ● Avg. CORE10 improvement score upon completion on treatment



GambleAware
PGSI

PGSI at Treatment Start

Metric ● Avg. PGSI score at start of treatment



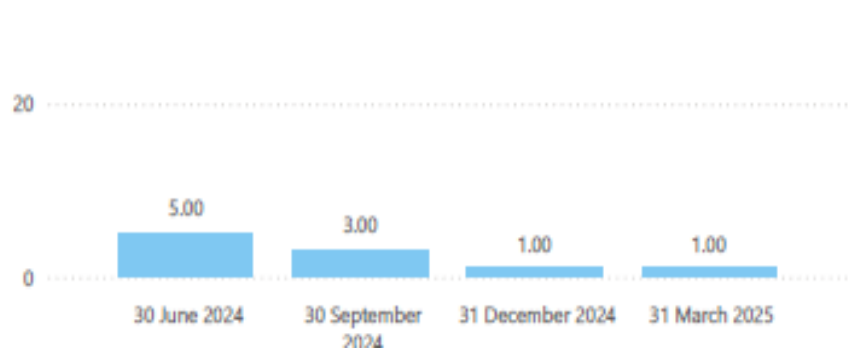
PGSI at Treatment End

Metric ● Avg. PGSI score at end of treatment

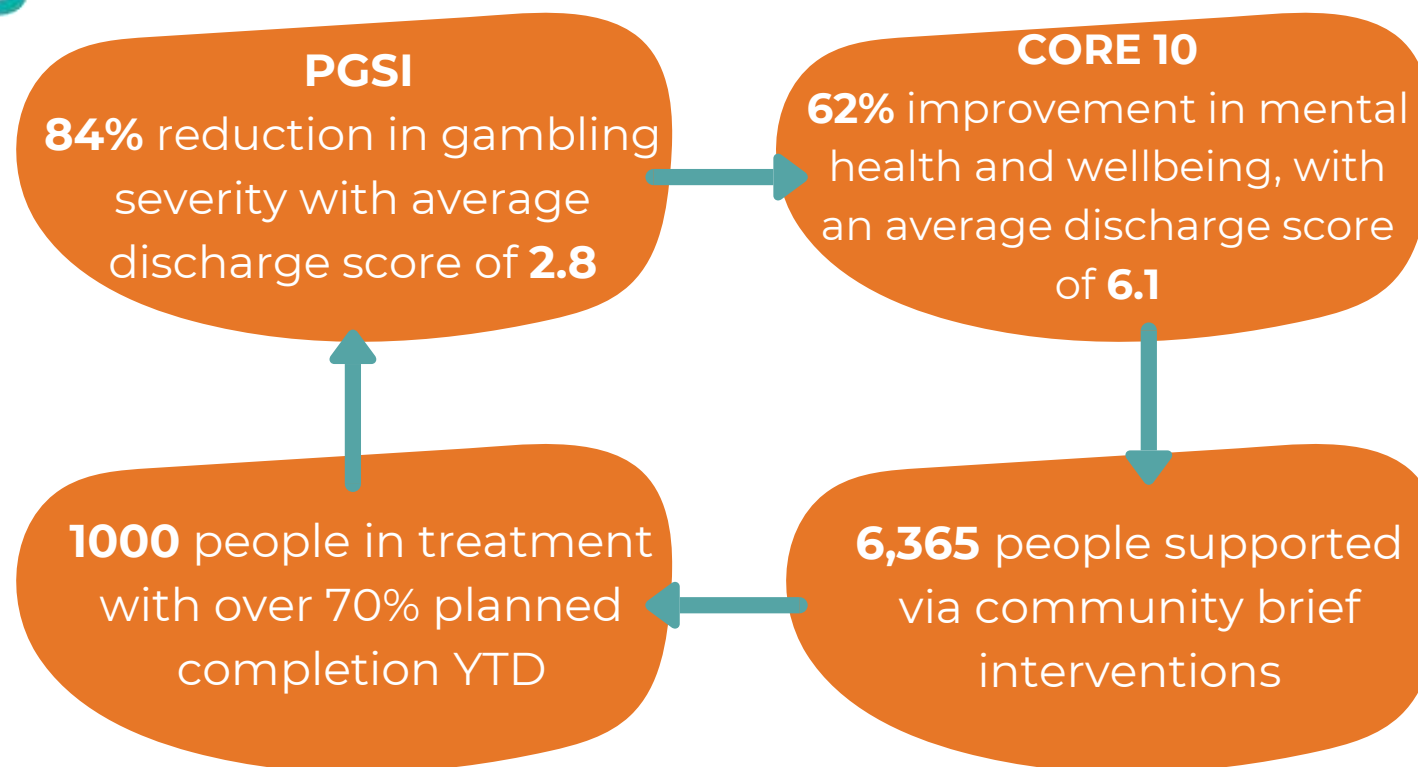


PGSI Change at Treatment End

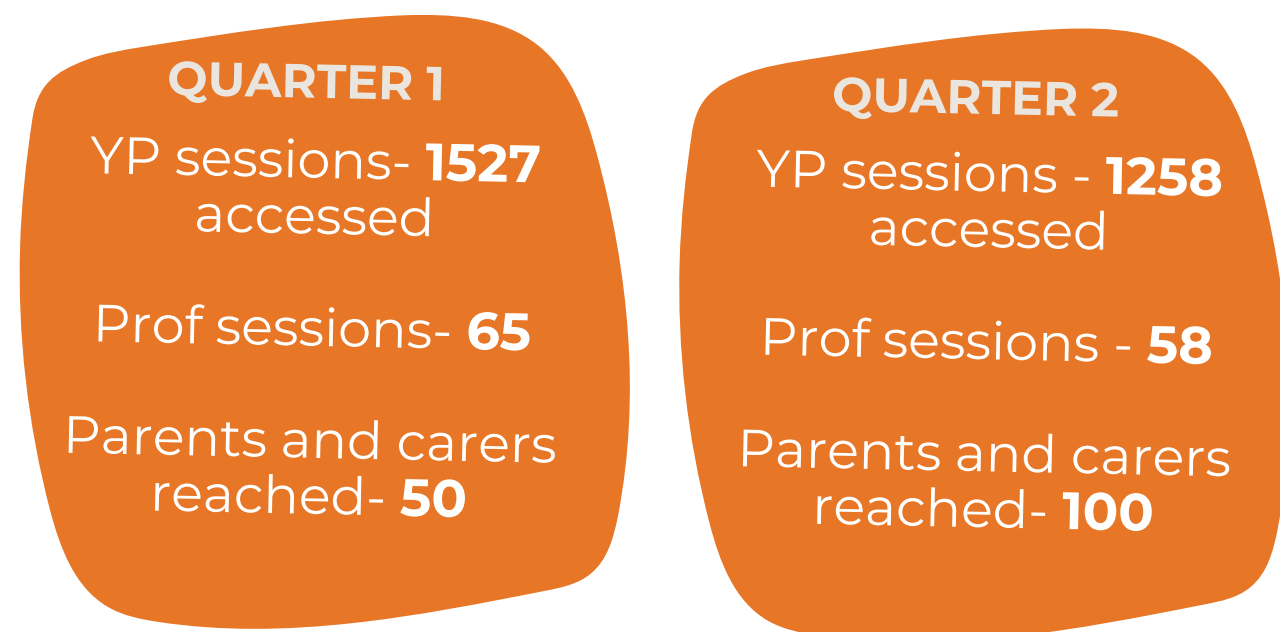
Metric ● Avg. PGSI improvement score upon completion on treatment



YEAR 2024/25



YEAR 2025



Our gambling service supports people **18 years** and over affected by gambling, either their own or the gambling of a family member/friend, through **1:1** or **group support sessions**.

Successfully delivered over **40 Criminal Justice intervention** sessions throughout 2025.

We have led on **9 Mobilising Local Systems (MLS)** events with over **340** attendees.

We supported **1,714** young people in 2024 and in 2025, that number grew by **61%**!

In 2024, **82** professionals were trained, with a **66%** increase in 2025.

PROVIDING HOPE AND BETTER LIVES

www.recovery4all.co.uk



www.AraEducate.co.uk
Safeguarding the Next Generation from Gambling Harms
Delivered across South West England and Wales

Engaged with over 17,425 Young People & Youth Professionals



Neurodiversity practitioner's toolkit and training package

Available for all professionals to support improved outcomes for our Neurodiverse clients.
Research delivered with IFF research, Gamble Aware and The University of Bristol. Ara developed a professional toolkit and training package.



Mobilising local Systems
Delivering 24 events across South West England and Wales.

Trained 357 Community connectors to support access to help from Gambling related harm.

Reach and Impact: People Engaged in Gambling Harm Prevention and Treatment Across Southwest England and Wales (Since 2024)

0330 1340 286
Info@recovery4all.co.uk
Instagram.com/ararecovery4all

April 2024 - October 2025	Information, advice and guidance- Delivered 20199 interventions	Treatment- Delivered 2731 tier 2 and tier 3 interventions	Youth professionals- Trained 2219 professionals	Youth education- Reached 15206 young people	Bet You Can Help Training- Trained 4101 professionals
---------------------------	---	---	---	---	---

Beacon Counselling Trust

BCT offer free and confidential treatment and support for anyone at risk of, or experiencing gambling related harm. Help is available for the gambler or affected others, across the North West of England

Accessible for anyone aged 16 and above with no waiting lists

One to one, group and couples sessions offered face to face, over the phone or online



Suite of early intervention and education programmes led by RSPH accredited 'Bet You Can Help' programme, Workplace Charter and young people's programme 'Sometimes It's More Than a Game'.

18,535 contacts since April 2025

5,228 individuals attending GRH training programmes since April 2025



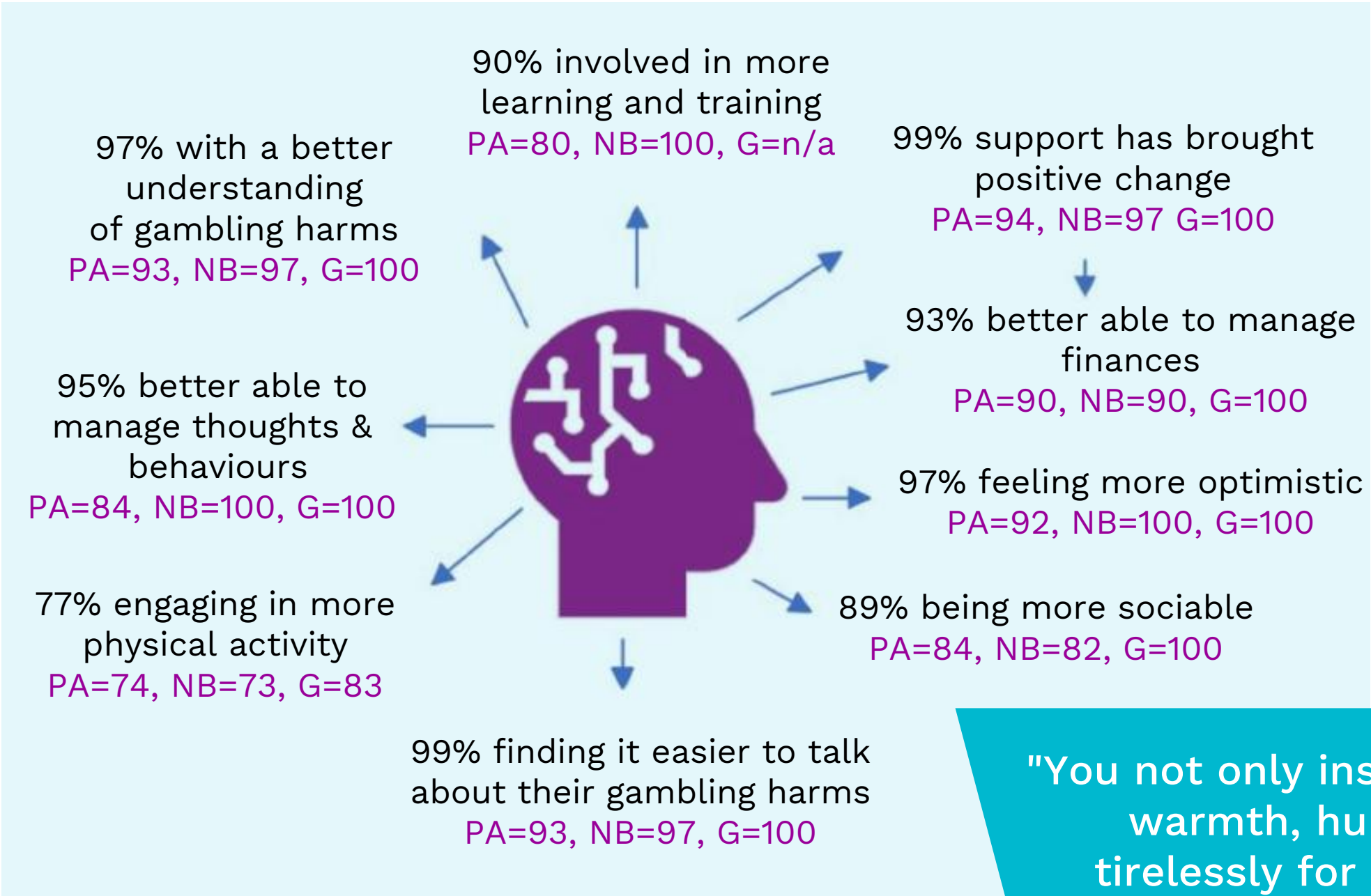
Provide a range of free and confidential interventions for anyone experiencing gambling related harm aged 16 and above. This can range from brief and extended interventions to specialist therapeutic support.

100% of clients would recommend BCT services to others

7.8 decrease in PGSI scores for service users accessing support



...a story about capturing and communicating our impact



Q1-Q3 (Jan-Sept 2025)

Impact Report: All BKM Services



Average PGSI score
down by 10.1
PA=7.3, NB=12.3, G=10.8



Average Core-10 score
down by 6.7
PA=5.5, NB=8.6, G=6.0

"You not only inspire and motivate women through your warmth, humour and passion but continue to work tirelessly for changes. You take away the stigma and shame of gambling harm, normalising it so we can all talk openly and without judgement. Sharing your own lived experiences with honesty and frankness."

Breakeven

Breakeven provides **FREE** confidential treatment and support across the East of England, Sussex, Kent and Medway.

We have a wide variety of programmes supporting a range of individuals who may be suffering with gambling related harms.

Lived experience plays a major part in everything Breakeven do. **Over a third** of our team have lived experience of gambling related harms.

Our Services



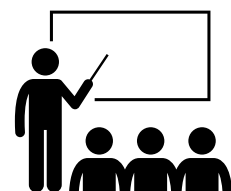
Treatment for the person experiencing problem gambling, whether their aim is to stop gambling completely, or to control and better manage their gambling behaviour.



Aftercare groups to those who have successfully stopped gambling and require extra supported learning following treatment. (Green Shoots Recovery & Growth Hub)



Women in need of Gambling support groups (WINGS). An online support group for women.



Training and workshop options to increase awareness of gambling harms, support options available and reduce stigmas attached to those gambling and affected others.



Criminal Justice Programme offers accredited interventions designed to support individuals in prison or probation services, who are adversely affected by gambling or gaming.



Specialised Programmes for those in the Armed Forces Community, and also for those in the South Asian Community

2024/25 Impact

Average PGSI dropped from 19.1 to 4.2 following treatment

↑ **15000+**

Total Individuals Reached

↑ **2731**

Tier 2 and Tier 3 Clients Supported

↑ **3144**

Individuals Trained in Gambling Harm Awareness

↑ **100%**

Were satisfied with the service

↑ **1.97**

Average days from assessment to first session

↑ **100%**

Clients that would recommend Breakeven

↑ **2135**

Interventions in Prisons

↑ **745**

AQA Certificates Issued within prisons

↑ **182**

Referral Pathways available through our internal portal

↑ **230**

Supported in Aftercare (launched in Oct 24)

↑ **27**

Referred to external services through Aftercare

↑ **1450**

Podcast Streams

↑ **105**

Supported in Green Shoots

↑ **617**

Supported in WINGS





EPIC Restart Foundation is a charity shaped and driven by lived experience. We support people across the UK to achieve long-term recovery and build purposeful lives after gambling harm, whilst raising awareness and challenging stigma.

We offer • Early Recovery Support and Long-term Recovery Coaching

- Personalised Support for women and affected others
- Online Community

Our Year in Numbers

March 24–April 25

330 people received one to one support

194 people attended group coaching sessions

394 people joined the EPIC Restart Community

2,068 people attended our events

The Impact

98%

of individuals supported by EPIC Restart achieved at least one positive outcome

94%

of people achieved a positive health and wellbeing outcome

90%

of people achieved a resilience and coping strategy outcome

88%

of people achieved a connection and relationships outcome

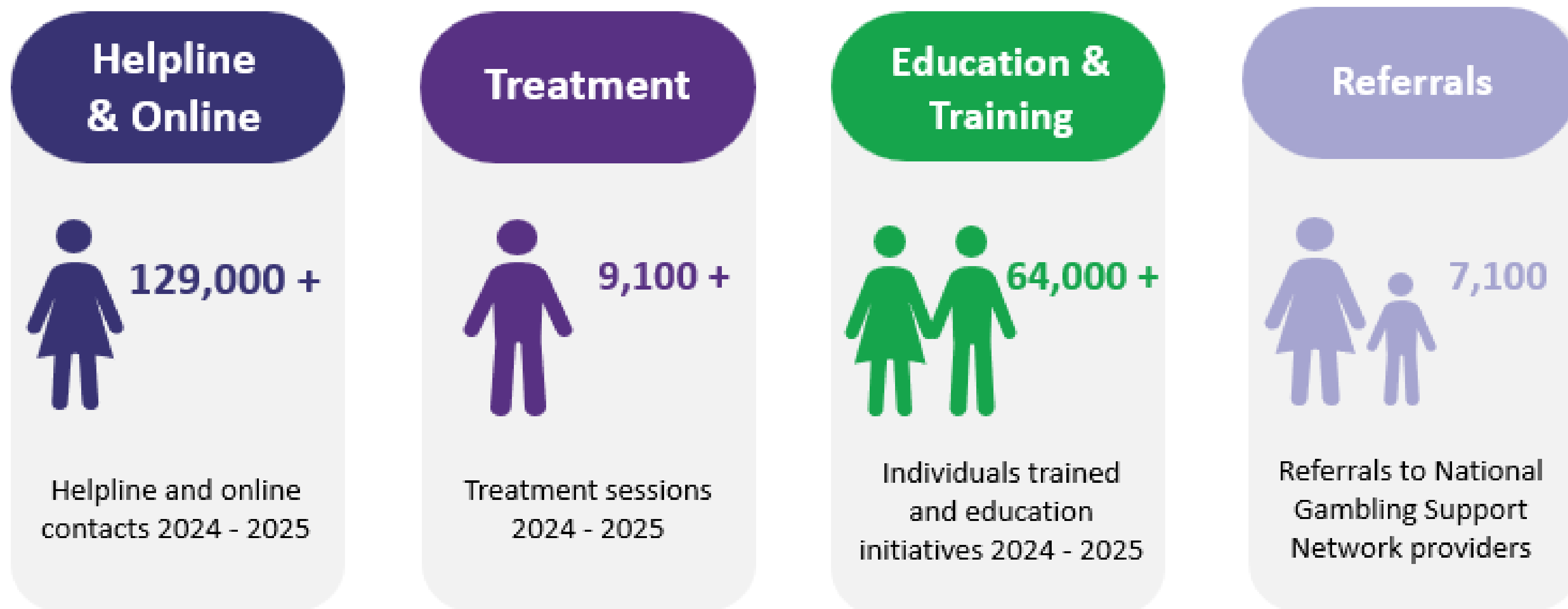
84%

of people achieved a self worth and confidence outcome

www.epicrestartfoundation.org
info@epicrestartfoundation.org



GamCare: making a difference to 175,000+ people annually



GamCare is the founder of the National Gambling Helpline, and leading provider of information, advice and support for anyone affected by gambling harms.

The UK's leading charity dedicated to providing residential treatment for gambling addiction in unique specialist centres across the UK. Helping people reclaim and rebuild their lives through recovery in a safe, supported environment. Services are available for those aged 18+.

965 referrals
received in
24/25

Average PGSI
score dropped
from 21.1 to 4.9
after treatment

Average Core 10
score dropped
from 20.4 to 5.8
after treatment

Met target of 1-
3 days average
waiting time for
initial contact
following
referral

National
Gambling
Support
Network

NECA (North East Council on Addictions)



NECA provide a range of short and longer term support, advice and treatment options for people experiencing gambling harms in Yorkshire and the Humber and the North East. Their services are flexible and confidential with appointments available via phone, online or face-to-face, on both an individual and group basis.

4082 people supported via Brief Interventions, Extended Brief Interventions & Tier 3 treatment

Average PGSI score dropped from 14.5 to 3.5 after treatment

Average CORE-10 score dropped from 14 to 6.1 after treatment

Average waiting time of 7.2 days from referral to first treatment appointment

National Gambling Support Network

Primary Care Gambling Service

The Primary Care Gambling Service is a GP-led multidisciplinary, community-based service, which provides a free confidential NHS service for adults over 18, who experience harms from gambling. The service offers holistic care including assessment of physical, social and mental health issues by a team consisting of Mental Health Nurses, GP's, therapists, peer support and Psychiatrists. The PCGS also supports family and friends affected by gambling behaviours.

1137 referrals
received in
24/25

Average PGSI
score dropped
from 19.1 to 5.9
after treatment

Average Core 10
score dropped
from 19.6 to 8.2
after treatment

Met target of 1-
3 days average
waiting time for
initial contact
following
referral

National
Gambling
Support
Network

Reframe Coaching

24/25 Impact

Reframe Coaching is a Lived Experience Recovery Organisation (LERO) providing Peer Support by the power of Recovery Coaching.

190

Referrals for 1-2-1
Recovery Coaching

1001

1-2-1 sessions
delivered

15.4%

Average improvement
in WEWMBS Scores

21.2%

Average improvement
in Wellbeing Evaluations
Scores



RCA Trust

Supporting Recovery Across Scotland

RCA Trust is a voluntary organisation based in Paisley which provides one-on-one, free and confidential support across Scotland for those experiencing their own gambling-related harm or that are impacted by the gambling-related harm of a loved one.



Gambling Harms Awareness Course in Scottish Prisons

Prison Partnerships: Worked with **HMP Kilmarnock** and **HMP Barlinnie** to train **200 prisoners** in *Tackling Gambling Related Harms* (RSPH accredited), alongside awareness sessions and one-to-one counselling to support rehabilitation.

"First of all thank you to Maria and Christina for taking the time to come and run the programme for all involved. It was an eye opener to find out the actual affect of what gambling has and not just on yourself but your surrounding family, and the number of people affected by gambling was really interesting to learn about. Since starting this course I haven't placed a bet and intend to remain free from gambling"



Raising Awareness and Providing Support for Gambling Harms in Scotland

Organised and hosted the **National Gambling Harms Summit in Glasgow**.

Event attracted **over 200 attendees** from across sectors. Featured presentations from a range of expert speakers on gambling harm prevention and support.

Provided an excellent networking opportunity for professionals, stakeholders, and support organisations.

Workplace Charter: Promotes employer responsibility in tackling gambling harms. Eleven organisations (including Arnold Clark and Renfrewshire Council) have signed, with ongoing training and referrals now in place.

Education: Reached **2,800+** students with gambling harm awareness and support information.

Health & Social Care: Trained **180+** NHS and frontline staff to identify and support those affected.

Training & Outreach: Engaged **15,000+** contacts and trained **1000+** individuals through *Bet You Can Help*, building awareness and early intervention capacity around gambling harms.

AILA Website Collaboration: Supported the creation of the AILA website, a dedicated online platform for women in Scotland, offering information, resources, and support around gambling harms and wellbeing.



Our role in the AFGSN

Delivered gambling harm awareness and support sessions to serving personnel and veterans.

Trained:

85 (6th Scots Battalion), 80 (2 Scots), 76 (3 Scots), 34 (B Company), 64 (Stirling Forgotten Veterans), 215 (Medical Regiment 15), 20 (Erskine House).

Ran 3 courses with the Regional Rehabilitation Unit (Edinburgh), with more planned.

Supported veteran organisations: 10 SSAFA Ayrshire reps and 80 from other veteran groups.

Published articles in Unforgotten Forces and Quest magazines to raise awareness.

Rise in veterans receiving support **from 2 to 47**.

Focus: tackle gambling risks linked to stress, trauma, transition, and isolation.

Outcomes: reduced stigma, healthier coping, and better access to support.

