

ANNOUNCEMENT

New Citizens Advice Gambling Support Service is launched in Scotland

London, 11th November 2020: Citizens Advice Scotland has launched a new Gambling Support Service, which has been commissioned by GambleAware.

The service provides training to debt advisers and other frontline workers to better understand, prevent or reduce gambling harm.

The training will give staff the necessary tools to identify and support people who may be experiencing harm from gambling, as well as directing those at risk to the specialist help that is available.

The project has established four regional hubs across Scotland, in Airdrie, Inverness, South West Aberdeenshire and West Lothian. These hubs will enable staff across Scotland to deliver training to other frontline workers in other professions who come across people experiencing harm from gambling, such as frontline local authority staff, youth practitioners and healthcare workers.

The new service in Scotland, which began in April 2020, runs complimentary to the constitutionally distinct programme in Citizens Advice England and Wales, working closely to support one another.

The programme in Scotland will run for two years between 2020 and 2022.

-ENDS-

Contact:

GambleAware

+447523 609413

gambleaware@atlas-partners.co.uk

About the project

- Work on the GambleAware commissioned [Citizens Advice Scotland](#) Gambling Support Service began in April 2020. For the first two quarters of the year, the focus of the work for the service included:
 - Q1: Setup up and recruitment for the service and changes to the delivery style of client support and training to account for new Covid-19 regulations
 - Q2: Delivery of online training and awareness sessions and establishing a network of key contacts and partnerships
- Total funding for the work provided by GambleAware is approximately £400,000, which will be split across the two years between 2020 and 2022.

About GambleAware

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, the National Gambling Treatment Service treated 9,008 people and this is projected to rise to 24,000 people a year by 2021. The Helpline received about 39,000 calls and on-line chats per annum. GambleAware also runs the website BeGambleAware.org which had 7.7million page views and signposts people to a 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/>.