

Working with Frontline Advice Agencies –Citizens Advice

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Support Services

Who?

- * Problem gamblers
- * Affected others
- * At risk
- * Professional support

What?

- * 1-6 sessions, brief intervention, solution focused, motivational interviewing, CBT
- * Holistic support, debt advice
- * Signposting/referral
- * Professional liaison

Where?

- * Citizens Advice Newport
- * Outreach South East Wales

How?

- * Face-to-face
- * Telephone
- * Email
- * Social media

GRH Minimisation

- * Awareness raising in South Wales
 - * Public and professional events
- * Education and training in South Wales
 - * Identification training
 - * Intervention training
- * Nationally
 - * Frontline advice agencies – Citizens Advice

Why Citizens Advice?

- * Household name
- * Locations
- * Accredited Advice Quality Standard
- * Service delivery - www.adviceguide.org.uk
- * Our aims
 - * To provide the advice people need for the problems they face
 - * To improve the policies and practices that affect people's lives
- * Principles
 - * Independent, impartial, confidential and free

Challenges, Successes & Opportunities

- * Independent charities – different resources (funding, staff, buildings, locations)
- * Wales – Well Being Act 2014 – working together to improve the health and well being of people
- * Young people – universities, schools, colleges
- * Clients – DRF – feedback – case studies
- * Support – innovative working – adapting
- * Time – reputation

Moving Forward

- * Its working!
- * Strategically - influencing decision makers
- * National Citizens Advice -Equality team - Knowledge sharing – Training and development – E-Learning – Advice Guide
- * Opportunities to expand – University of South Wales – North and West Wales

Thankyou

Gambling Support Service

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