

Do you, or a loved one have
a problem with gambling?
Help is available.
You do matter.



We can all play a part in
helping reduce gambling harms.

Introduction

This information booklet has been co designed with Chatter, Gamvisory, Machine Zone, Beatthefix, Scotland reducing Gambling Harms programme and COPE Scotland as part of work to raise awareness of and improve access, support to people and families affected by gambling harms.

There are many others who have contributed their thoughts and ideas which has helped create this wee information tool we hope you will find useful.

Experts by experience, third sector and statutory groups recognise the need for gambling harms to be recognised as a public health issue and that more work is needed to address this to help create gambling harms safer families, communities, workplaces, and society.

There have been many events, conversations, co design sessions which have helped focus on areas people feel need attention. The themes emerging include:

- Improved awareness and communication around gambling harms
- A new service landscape for addressing gambling harms.
- Training and education
- Cultural changes
- Attitudinal changes
- Legislative changes



There are regular updates on progress towards these aspirations in the Whit's Happening magazine produced by COPE Scotland available online at www.cope-scotland.org If you follow COPE Scotland on twitter [@COPEScotland](https://twitter.com/COPEScotland) you will be alerted when new copies are online. Or email admin@cope-scotland.org to be added to a mailing list.

The emerging aspirations of stakeholders so far includes:

- Psychologically safe spaces exist to have courageous conversations between stakeholders including the gambling industry.
- People at increased risk due to health issues or other vulnerabilities, including inequality are protected from gambling harms.
- Children and young people are protected from gambling harms.
- The voices of lived experience are involved in co design, development, and delivery.
- Work is based around seeking solutions to the wider determinants of gambling harms not seeking to blame individuals.
- People understand and can influence licencing laws.
- Service pathways offered to individuals and their families are holistic and there is clarity on how to access them.
- Health professionals and other frontline services are gambling harms aware and able to offer meaningful interventions.
- Stigma is reduced within families and communities as the work of gambling harms champions makes it easier to talk about and seek help for challenges associated with gambling.
- Advertising and accessibility of equipment which can lead to gambling harms is monitored and standards to reduce harm in place.
- Population based education programmes are offered to promote healthy coping strategies to life challenges.
- A public health and trauma informed approach is taken towards addressing gambling harms.

Contents

This wee booklet is one small step towards helping create the gambling harms safer world so many people want to see. The contents are:

Tips to help feed the hungry ghost **Page 4-5**

Agencies who can offer support **Page 6-8**

Ideas of how we can all become champions in reducing gambling harms **Page 9-10**

Jigsaw toolkit to use with your family, community, workplace, on the pieces you need to create a gambling harms safer environment **Page 11-12**

This wee booklet does not replace professional advice, it is for self-management and awareness. Things can change, so please always contact the services listed directly for their current activities and programmes.

Taking that first step toward being free from gambling is a big one, but the most important, and remember, you don't need to take it alone, there are people who care.



Wee changes can make a **big difference**

Tips to find healthier ways to feed the ‘Hungry ghost’

What is the ‘Hungry Ghost’?

Sometimes we feel there is something missing inside ourselves, or in our lives. We have a need to constantly seek relief from. This cause feelings of emptiness and even fear. This can often lead to unhelpful coping strategies. However, they do not feed, the need we have at all, and in some ways can make us feel even more empty. No matter how much effort we put into feeding this unhelpful habit, we return to feeling empty inside. Unhelpful coping strategies won't replace what is missing, it will only take even more from us. Like a hungry ghost, never satisfied, always wanting more.

What can lead to unhelpful coping strategies?

Sometimes it's a past hurt or trauma, a painful experience which leaves an ache, which can lead to unhelpful coping strategies. Feelings such as stress, depression, loneliness, fear, and anxiety can trigger a gambling problem, or other unhelpful strategies like misuse of drugs or alcohol to try and manage these feelings. Believing the unhelpful strategy will take the pain, stress, anxiety away, but sadly often, only bringing more.



Gambling isn't how to cope with social restrictions

How do I know my gambling is a problem?

If gambling has become more important than other things in your life, if you are ignoring all the warning signs, of stress associated with feeding your habit, finding money to feed your habit, maybe spending money that was for bills, or using a money lender, you have a problem.

Ask for help

If you are finding it difficult, you don't have to handle your issue with gambling on your own. There are some excellent groups who can really help you, and your family, face the problems you have with gambling.



Gambling is often portrayed as entertainment. During COVID19 lockdown and social distancing we may be seeking entertainment and find some of the opportunities to gamble a diversion. The challenges start when it stops being a diversion and instead it starts to become a coping strategy, then a way of life. Chasing the next big win. But as gambling can become a hungry ghost, no win is ever big enough. It is never satisfied and will push you more and more to risk losing more and more, till you perhaps run the risk of losing it all. Only the bookies win!

Talk about it

Talking about gambling problems with somebody you trust and someone who won't judge you can really help. It can also reduce the stress that can cause you to continue to gamble.

You matter

Sometimes lack of compassion for ourselves, can lead to gambling. Somewhere in our heads we have hit a self-destruct button, we see where this is going and feel powerless to stop, a part of us knows we should, but we don't think we can and we continue to cause ourselves further pain by not knowing how to stop, or, ask for help and show ourselves compassion.

Face the feelings and the fear

Admitting you have a problem can sometimes leave you feeling ashamed and guilty. This is totally normal and by acknowledging the problem and asking for help, you can change your life for the better.



Look for alternative ways to feel fulfilled



People can fall into gambling through boredom. Try and find a new hobby or try voluntary work. Perhaps even get involved in volunteering your lived experience to help others who may be at risk of gambling harms. If not having enough company is an issue join a community group, find others with the same interests as yourself. Explore Mindfulness as a new way to be in the moment. There are many new things to learn, find something which has meaning for you and if you need help to do that, ask. There is often more support around than we realise.

Be kind to you

Admitting you have a problem is a big hurdle to overcome, so well done! Focus on the positive changes you are making and keep reminding yourself of them. Find new ways to have self-compassion and remember, people can help you. Sometimes we all need help to remember to be kind to ourselves.



Gambling is not a way to solve a debt problem!

You cannot gamble your way out of debt. You will only lose more. If you have an issue with debt, seek support, it is out there e.g., TalkBanStop A partnership between GamCare, Gamban and GAMSTOP to help anyone experiencing gambling harms to start their recovery journey. www.gamcare.org.uk/talk/ also Step Change www.stepchange.org a debt charity.

Self-awareness

A part of us knows when our habits are getting out of control, but sadly we often ignore it. Those who try to point out we may have a problem we become angry at, or secretive with. Part of us is ashamed at what we are doing, but we just don't know how to stop. We may even think about suicide, and if gambling has you thinking of suicide, please speak to someone now. **The Samaritans are there 24/7 365 Tel 116 123.** If you have lost someone to suicide due to gambling harms this site may be helpful www.gamblingwithlives.org

Some agencies who can **help you** or put you in touch
with others. **You are not alone.**



Helpful Coping Strategies

COPE Scotland

W: www.cope-scotland.org
T: 0141 944 5490

Mindfulness

W: www.freemindfulness.org



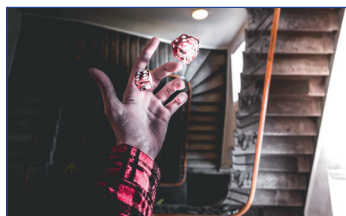
Group Meetings

Gamblers Anonymous Scotland

W: www.gascotland.org
T: 0370 050 8881

Smart Recovery

W: smartrecovery.org.uk



Financial Advice

Citizens Advice

W: www.citizensadvice.org.uk/debt-and-money/get-help-with-gambling-problems

Scottish Illegal Money Lending Unit

T: 0808 164 6000
W: www.tsscot.co.uk/illegal-lending/loan-sharks

Report a loan shark

T: 0800 074 0878

TalkBanStop

A partnership between GamCare, Gamban and GAMSTOP to help anyone experiencing gambling harms to start their recovery journey.

W: www.gamcare.org.uk/talk/

Step Change Debt Charity

W: www.stepchange.org

Apps & Tools

Brothers stay alive

W: brothersinarmsscotland.co.uk

Recover Me - Self Help App

www.recovermeapp.co.uk

Smart Recovery

W: www.smartrecovery.org/smart-recovery-toolbox/



Support For Families

Support for families affected by imprisonment

W: www.familiesoutside.org.uk
T: 0800 254 0088

Gamvisory

W: www.gamvisorygroup.co.uk

Self-help group for families

W: gamfam.co.uk

Families bereaved by gambling related suicide

W: www.gamblingwithlives.org
E: info@gamblingwithlives.org
T: 07732 958 306

Helpline

National Gambling Helpline

T: 0808 8020 133

Samaritans

T: 116 123

Gamblers Anonymous

T: 0370 050 8881

Citizens' Advice Bureaux Scotland

W: www.citizensadvice.org.uk/scotland/debt-and-money/get-help-with-gambling-problems/#!

GamCare

T: 0808 8020 133

W: www.gamcare.org.uk

GambleAware

W: about.gambleaware.org

Gamblers Anonymous

W: www.gamblersanonymous.org.uk

RCA Trust

T: 0141 887 0880

W: www.rcatrust.org.uk

Training

Citizens Advice Scotland

W: www.cas.org.uk/spotlight/gambling-support-service

Fast Forward gambling education

T: 0131 554 4300

W: gamblingeducationhub.fastforward.org.uk

Gamvisory

W: www.gamvisorygroup.co.uk

GamCare

W: www.gamcare.org.uk

Specific Gambling Counseling

GamCare

W: www.gamcare.org.uk T: 0808 8020 133

Peer Support

Chatter Scotland

W: chatterscotland.org

Awareness

Beat the Fix

W: beatthefix.com

Residential Treatment Programme

T: 01384 241292

W: www.gordonmoody.org.uk

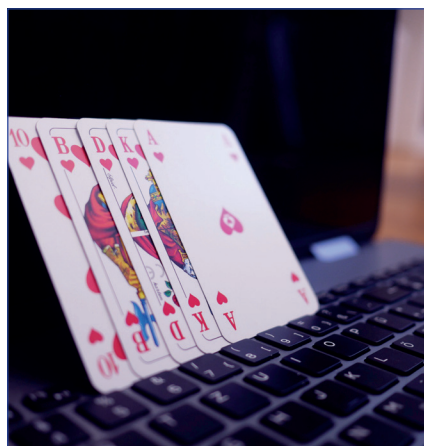
Homelessness

Details of services in Glasgow

W: www.glasgow.gov.uk/article/17283/

Homelessness

If you are homeless & need a service after 4:45pm Mon to Thurs or 3:55pm on a Fri & weekends
T: 0800 838 502



General Counselling

Lifelink Glasgow

W: www.lifelink.org.uk

T: 0141 552 4434

Trauma service NHS GG&C

W: www.nhsggc.org.uk/your-health/health-services/glasgow-psychological-trauma-service/#

Samaritans

W: www.samaritans.org

T: 116 123

Have your voice heard to influence policy

The Scotland-wide programme to put the voice of people affected by gambling harms at the heart of action to reduce those harms

W: www.alliance-scotland.org.uk/people-and-networks/scotland-reducing-gambling-harm

Veterans

W: veteranshealthandgambling.org



Young People

Big Deal is specialist online help for young people and gambling

W: www.bigdeal.org.uk

The Mix deals with young people's mental health, relationships, finance etc. and has a section about gambling:

W: www.themix.org.uk

Gamfam has advice for parents:

W: gamfam.co.uk

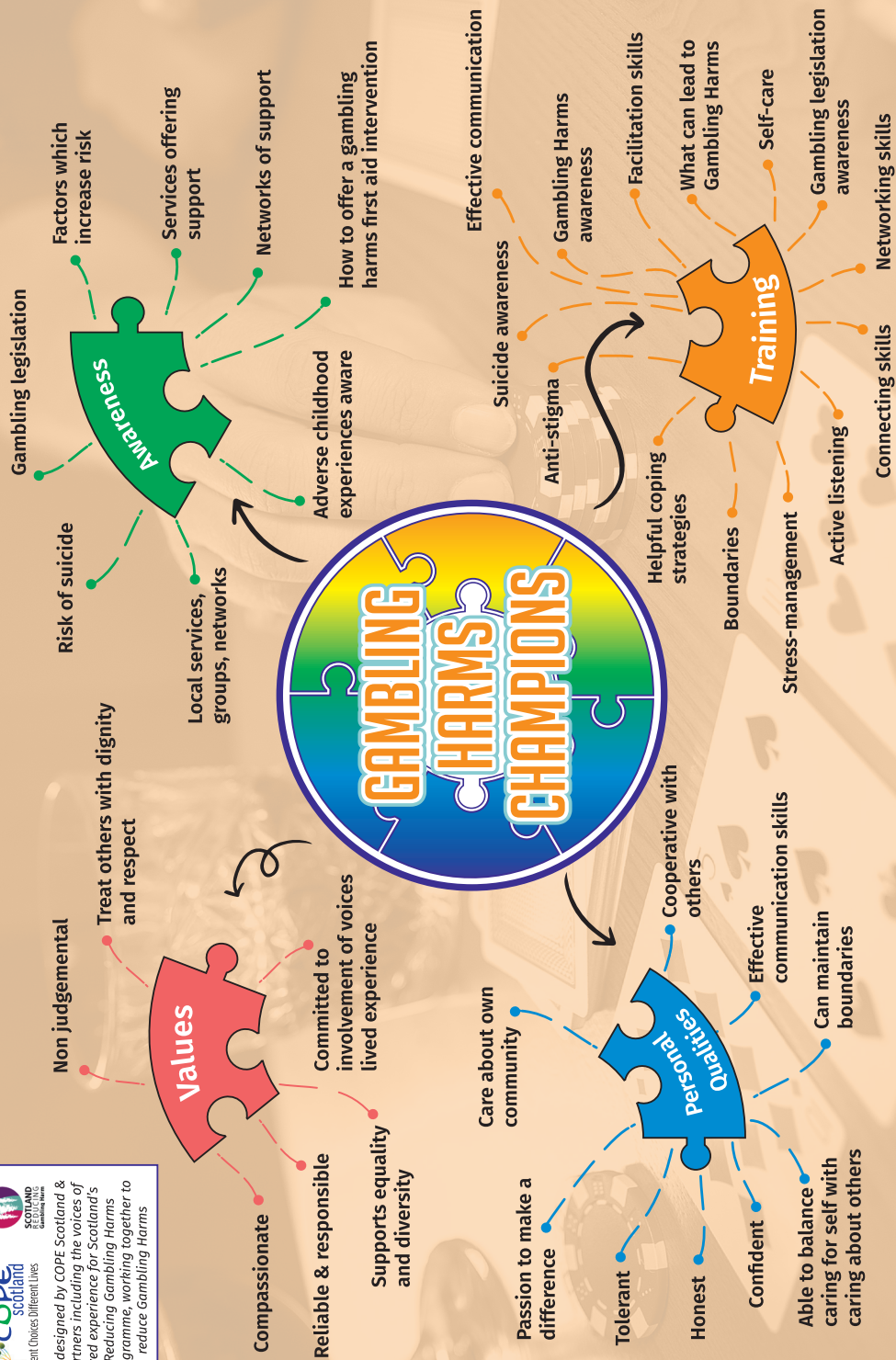
GamCare offer Zoom training on whole family approach to gambling among young people and women

W: www.gamcare.org.uk

Fast forward are a national voluntary organisation, exists to give young people the skills, education and support to live healthier lives **T:** 0131 554 4300

W: www.fastforward.org.uk/category/gambling





“There is no power for change greater than a community discovering what it cares about.”

Margaret J. Wheatley



There was a time we didn't speak about suicide, now we have thousands of suicide prevention champions all over the UK, ready, willing, and able to step forward and offer a suicide first aid to someone considering killing themselves.

There was a time when we didn't talk about abuse and the impact of trauma on children. Now we have awareness of Adverse Childhood experiences and work to establish Trauma-informed communities and champions who have attended the Solihull approach training in supporting emotional health and wellbeing in early years through to adulthood.

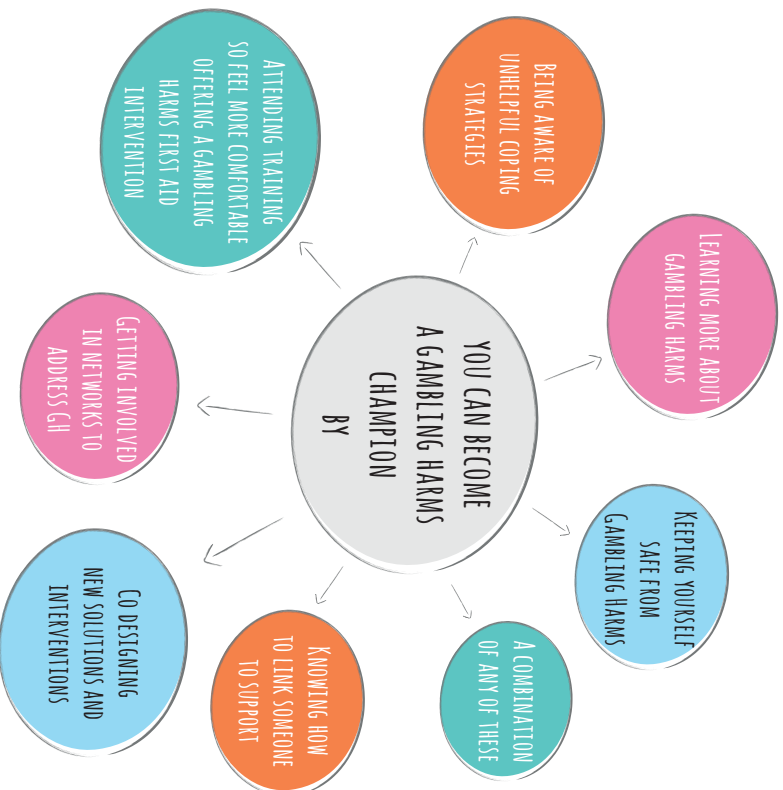
There was a time when we didn't focus as much as we should on alcohol harms, there are now recovery communities and more people trained in Alcohol, Brief Intervention.

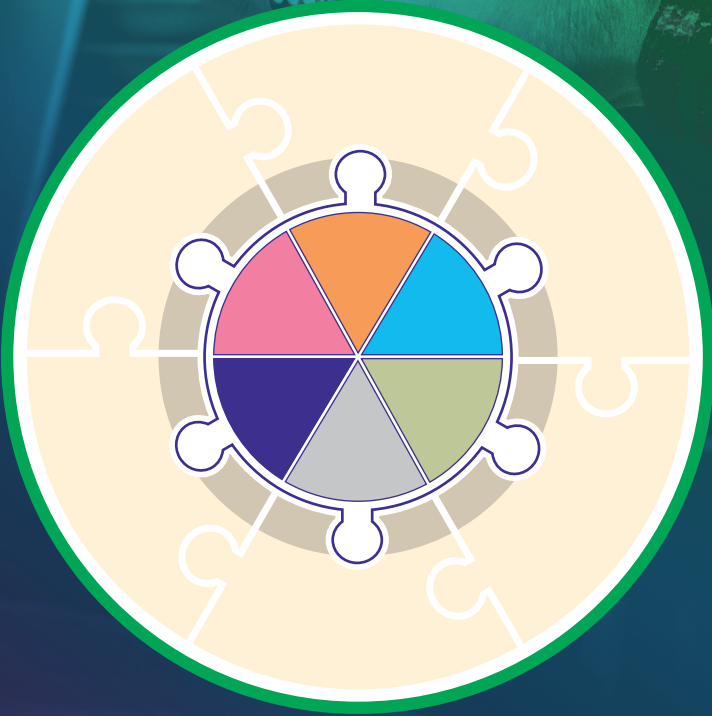
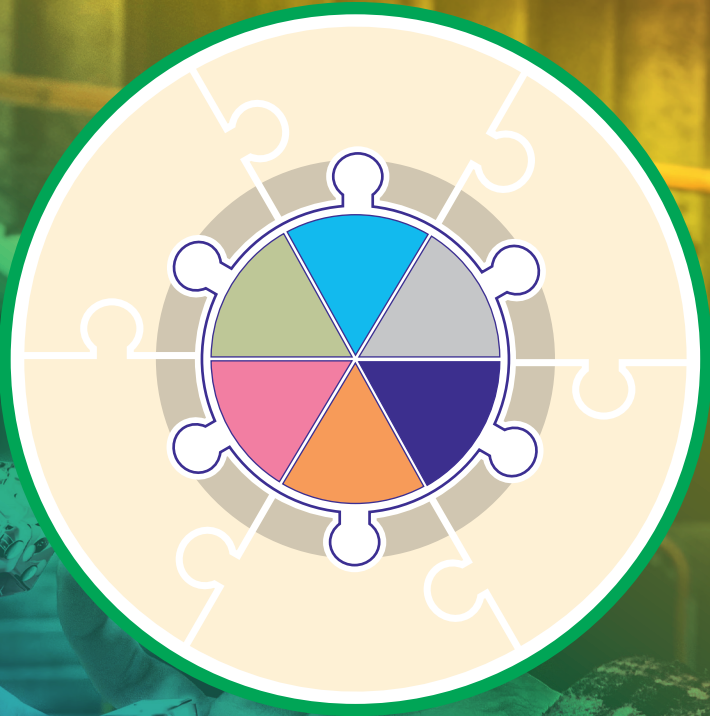
Work underway by many groups large and small including the voices of lived experience, are keen to see changes in tackling the harms caused by gambling. The emerging themes include:

- Improved awareness and communication around gambling harms
- Taking a public health, trauma informed approach to gambling harms
- A new service landscape for addressing gambling harms becomes available
- Training and education is improved across communities and agencies including GP's
- Cultural changes in the availability and acceptability of gambling including advertising
- Attitudinal changes in how people affected by gambling harms are supported
- Legislative changes in the gambling industry
- Built around the needs of individuals and communities with the voices of lived experience at the heart

For change to happen and be sustained this needs people to champion that cause, in their family, service, community, workplaces, opportunities they have to influence policy and decisions on local, city and national levels.

We all have the potential to become champions in reducing gambling harms. People maybe involved in different ways.





OUR JIGSAW LID FOR A GAMBLING HARMS SAFER

BACKGROUND

The idea of the Jigsaw lid which has evolved into the Jigsaw toolkit was that often we face challenges as complicated and complex as a 5000 piece Jigsaw with no clear idea of what the actual lid of the Jigsaw looks like, or we have the lid, but don't know where we will find the pieces we need. When we work with others this becomes even more complicated as they too have their own 5000 piece Jigsaw or Lid with no pieces and a lot of time can be spent either trying to convince each other why the vision on our lid is the correct one, or these are the pieces which are missing, and the chance to see what each other's vision, where there are areas of commonality exist, is often lost. Jigsaw lids are a remarkably simple tool which enables us to see the pieces and vision of each other's lid.

STEPS TO DEVELOP THE LIDS

Like the lids themselves, the steps taken to develop the lids don't need to be complex, it's based on simple social reporting, which can also be seen as active listening. Inviting people to consider some key questions around the issue at hand, hearing what people say, searching for themes and commonality, reflecting this back to the stakeholders for that lid to check in was anything missed, does anything need changed. The reason the lids end up with 12 pieces is because any action evolving from this needs to be gradual and focused, too many pieces it becomes a paper exercise, too few and we may miss some of the key themes which emerged.

THE QUESTIONS

Sometimes in asking questions, more questions arise, and this is okay. It's important to recognise while systems can be created which are mechanical and therefore relatively predictable, people who work on, or are impacted by systems are not mechanical, they are organic and therefore not predictable. A challenge often in seeking to find solutions to wicked problems lies in a mindset of Newtonianism, which is attractive as it is neat, do X, Y and Z happens.....However, for real change to happen it all has to become a bit more Quantum, which means a bit more chaotic, with less controls, less expectations and see where the journey takes us as often X,Y doesn't lead to Z but to A.

Gambling and Gambling harms issues are complex and there are many factors which can have an impact. In developing an action plan for a Gambling Harms safer Scotland, city community, family, it's helpful to consider what are the key pieces of the Jigsaw we need to find and bring together and who do we need to listen to that can give us an insight into what we are looking for?

PRACTICALITIES FOR DESIGNING THE GAMBLING HARMS GROUP JIGSAW LID

In an ideal world this would be a facilitated workshop with members of the group, preferably face to face, however, with COVID-19 and social restrictions this can be challenging. Another way to take this forward if the group wished would be through some individual questions perhaps using survey monkey, or, a webinar with chat box and some elements of facilitation. It is essential for this to be effective that the voices of lived experience have their own Jigsaw Lid so other stakeholders can have a sense of what those experiences suggests, needs to change.

The following format could be used online, with a group face to face where safe to do so, or adapted to conversations or survey:

- If carried out in a group people introduce each other in the chat room, where they are from and why they joined today and maybe any questions they have
 - Creating a safe space, reminding people we are all human with our own experiences and it's important to keep safe and what support is available if touched by anything which is discussed
 - A brief 5min presentation on Gambling Harms to set the scene
 - Then open chat via the chat box reflecting on what kind of gambling harms safer community do those attending want to build as we move forwards, what we know is working just now, what we need to build on and what maybe needs to change
 - Some reflection back to the session of themes coming up in the chat box
 - A brief 5min presentation on the concept of Gambling Harms Champions
 - An invitation to reflect and share ideas on how attitudes, practice, behaviours could be encouraged which would support others to actively work towards a Gambling Harms safer city, community, family?
 - Reflect back on what emerges from the chat boxes
 - An invitation to reflect and share ideas on the possibilities and opportunities which could support a gambling harms safer city, community, family
 - Reflect back on what emerges from the chat boxes
 - Invite people to think about what they could do now, which would be a step closer to their vision of a gambling harms safer environment
 - Reflect back what emerges
 - Bring the session to a close, offer some wellbeing promotion tips and links to further reading if of interest
 - Share what happens next, which would be a report on the issues emerging from the chat and a Jigsaw lid of the key issues, it maybe there ends up more than one lid, until you engage with people you need to remain flexible to what happens next
- The format outlined could be used with a variety of stakeholders and a set of values /rules established which ensured this was a safe space where people could be heard and not judged another question maybe what are the values of a Gambling Harms safer city?

Once the pieces of the Jigsaw are identified the next step is planning the actions to help bring those pieces together. There are other tools in the Jigsaw toolkit which can support this. The Jigsaw Lid for a Gambling Harms safer country, city, community, family was designed by COPE Scotland for use by the Scotland's Gambling Harms Programme. **For more information on the Jigsaw lids and other tools in the toolkit please contact Hilda Campbell www.cope-scotland.org**

