

Gambling support services

Westminster HHCP- updated January 2025

This document aims to provide staff and service users with information on information on the gambling support available in Westminster. This document can be downloaded from <https://groundswell.org.uk/westminster-hhcp/health-directories/>. Gambling is an area that has been seriously overlooked in relation to rough sleeping and homelessness. Gambling can be a support need not willingly revealed, indeed many workers described it as the “last” support need they find out about.

Service	Details	Contact details/referral details
Citizens Advice Bureau	The Citizens Advice Bureau helps people resolve legal, financial and other problems by providing free information and advice.	For more information, including the location of a local office, visit the website: www.citizensadvice.org.uk
Gamblers anonymous meetings	This is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to do the same. There are ‘main meetings’ where compulsive gamblers come together to discuss the difficulties – there are no counsellors or professional bodies. There are also newcomers meetings, ideal for those that are new to trying to stop gambling.	Visit https://www.gamblersanonymous.org.uk/ to find a meeting in your area.
Gam Care Help Line and Netline	The Helpline provides confidential advice, information, and emotional support throughout Great Britain to anyone experiencing problems with gambling. Can accommodate individuals speaking different languages. My GamCare - https://my.gamcare.org.uk – a personal record of gambling.	Speak to an Adviser on Freephone 0808 8020 133 , 8am to midnight, seven days a week. More information at: http://www.gamcare.org.uk/get-support/frontline-services/helpline#.VBhpV_IdXww
Gambling aware	24/7 helpline or live chat. How to block gambling on phones https://www.gambleaware.org/tools-and-support/gambling-blocking-and-self-exclusion/	Helpline: 0808 8020 133
Gambling Therapy website	The online Gambling Therapy website can help people with strategies to gain an understanding of behaviour and the skills necessary to move forward. They provide a self-assessment and self-help exercises. You can get live help,	Website: https://www.gamblingtherapy.org



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	take part in online gambling support groups, from the website or you can download the gambling therapy app here .	Online support groups: https://www.gamblingtherapy.org/support/about-support-groups/
National Problem Gambling Clinic	<p>The CNWL National Problem Gambling Clinic treats problem gamblers living in England and Wales who are aged 16 and over. It assesses the needs of problem gamblers as well as those of their partners and family members and offers evidence-based treatments as well as interventions to assist with financial, employment, social and relationship difficulties.</p> <p>For more details please visit the website http://www.cnwl.nhs.uk/cnwl-national-problem-gambling-clinic/about-us/</p>	<p>Address: Crowther Market, 282 North End Road, London SW6 1NH Phone: 020 7381 7722 Fax: 020 7381 7723 gambling.cnwl@nhs.net</p>
The Money Advice Service	Free & impartial money advice, set up by government. Lots of free, confidential help and advice services available across the UK.	<p>Website: https://www.moneyadviceservice.org.uk/en Phone: 0300 500 5000</p>
Residential Rehab	<p>Anyone over the age of 18 (for those that have tried other options and they haven't worked) can be referred to Gordon Moody residential rehab. The residential programme is for a period of 6 weeks (for women) and 12 weeks (for men) during which residents are helped to adopt new coping skills which help them to attain recovery and integrate back into society, without the need to gamble.</p> <p>For those who cannot pay for treatment there are no direct costs to the individual for our services. However, applicants need to be eligible for UK state benefits in order to pay their accommodation and living costs or be able to fund the cost of the accommodation from other sources. We also have a small bursary fund for those exceptional circumstances where people are unable to secure state benefits and have no other means of paying their accommodation costs.</p>	<p>For more information: https://gordonmoody.org.uk/about-us/ Telephone: 01384 241 292 Email: help@gordonmoody.org.uk</p> <p>To make a referral visit and complete the application form at: https://gordonmoody.org.uk/how-to-apply/</p>



Useful resources:

Screening tool to assess whether there is a gambling problem

- Problem gambling Severity Index PGSI <https://www.gamblingcommission.gov.uk/statistics-and-research/publication/problem-gambling-screens>

Brief intervention guide for workers

- <https://www.begambleaware.org/sites/default/files/2020-12/Brief%20Intervention%20Guide.pdf>

How to recognise a gambling problem

- <https://www.begambleaware.org/understanding-someone-who-gambles>
- GamCare's eLearning module can be found [here](#). This is a short module (20-30 minutes) that looks at Gambling Related Harms with the help of a Case Study.

Tips for gambling responsibly

- <https://www.begambleaware.org/advice-for-safer-gambling>

Blocking gambling

- <https://gamban.com/>
- Self exclusion: <https://www.gamstop.co.uk/>
- Bank blocks: <https://www.gamcare.org.uk/news-and-blog/blog/everything-you-need-to-know-about-bank-gambling-blocks/>

Support

- Self-guided support (8 module) <https://www.gamcare.org.uk/self-help/empowerme/>
- Forum <https://community.gamcare.org.uk/forum/>
- Self-hypnosis <https://www.youtube.com/watch?v=9-yDHo5pB9o>
- Recommended reading <https://www.amazon.co.uk/Problem-Gambling-Cognition-Prevention-Treatment/dp/1137272414>

