

Gambling related harm strategy 2023-2028



Taking a public health approach
to prevent and reduce
gambling related harm
in Nottingham



Nottingham
City Council

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Acknowledgements

We wish to thank all our strategic partners and people with lived experience who have contributed to this strategy.

If you or somebody you know is affected by gambling, know that help is available. Visit www.asklion.co.uk/gamblingsupport for information, advice and to find out about free support services in Nottingham. A list of professional services and peer support groups is also available in the [Appendices](#) of this document.

Terminology

Gambling related harm is a stigmatised problem with varying and evolving terminology. We wish to use language which is inclusive and destigmatising and have chosen to use the following key terms in this strategy:

Term	Description
Gambling related harm	An umbrella term for the adverse effects of gambling.
Gambling problem	A situation where a person continues to gamble despite negative consequences.
Person with a gambling problem	A person who experiences gambling related harm from their own gambling.
Affected other	A person who experiences gambling related harm from another person's gambling.
Affected people	A collective description referring both to a person with a gambling problem and affected others.

Foreword

Nottingham is a vibrant and diverse city where we want people who live, work, learn, and play here to lead happy and healthy lives. Our Joint Health and Wellbeing Strategy describes how we are working in partnership to achieve this.

Nottingham citizens have told us that it is essential that the Health and Wellbeing Strategy has a focus on both mental as well as physical health. Our communities want to see us address the issues that contribute to poor health and to be involved in developing solutions. Financial wellbeing is one of our main four Health and Wellbeing priorities because of the links between low income, financial difficulties, and inequalities with poor health and wellbeing.

Gambling problems are often a hidden issue which can leave people feeling very worried and isolated. There can be many types of gambling related harm experienced by individuals and their family, friends and loved ones. Thousands of people in Nottingham are at risk of gambling harms such as stress and relationship strain and difficulties in learning or work. A recent health needs assessment

demonstrated that gambling has harmed people in Nottingham, and there is a growing evidence base showing how gambling affects children and young people as well as adults. We have heard from local people whose lives have been impacted by gambling, and they have told us very clearly that we must tackle this. We realise there are countless stories that are untold, and that these untold stories often relate to the most serious harms.

We want to see change and so we are leading a joined-up approach to reduce gambling harm for Nottingham. Our innovative gambling related harm strategy includes a strong emphasis on prevention and on linking people affected by gambling to information and support services that are available to help.

Our vision is to ensure that Nottingham is a city where people are protected from gambling harm and can access and receive support when they need it. We hope you will join us in working towards this vision together.



Councillor Linda Woodings
Portfolio Holder for Adults Social Care and Health

Executive Summary

This strategy is the first of its kind for Nottingham City, and outlines our plans to take a public health approach to gambling related harm in Nottingham. We have formed an alliance of experts, groups and organisations who are committed to working together to help populations affected by gambling related harm. The purpose of this strategy is to describe our future vision for Nottingham and the actions we will take through a partnership approach.

Gambling related harm is an under-recognised and stigmatised public health problem which can affect people at any time in life. It is commonplace for a person affected by gambling to conceal their difficulties until a late stage, where serious harm occurs. Support services are underutilised, in part, due to this concealment for reasons of shame, guilt, worry, and fear of judgement.

Gambling related harm is strongly connected to well recognised health and social challenges including mental health problems, alcohol related harm, and homelessness, and is more likely to affect disadvantaged populations such as people living in a deprived area, people who are not in employment or who do not have a higher-level qualification.

Gambling related harm impacts and severity vary considerably, and can include adverse consequences for physical and mental health, relationships, finances, employment, and education, and can be an important driver of crime. Each person with a gambling problem has 6 to 10 affected others on average, who may be family and friends, and include children.

The best available evidence estimates 0.5-1% of the adult population experience a gambling problem, where a person gambles despite negative consequences. This is also a problem for young people too, where adolescents too report gambling and gambling problems.

This strategy follows a recent health needs assessment which drew on literature and data sources to better understand the populations affected and estimate the impact in Nottingham. We have applied the findings and recommendations emerging from that report, as well as wider guidance and policy documents, and learning from others.

Many of the impacts of gambling related harm are also risk factors for other forms of harm. Taking action against gambling related harm will contribute to the prevention of mental ill health, suicidality, homelessness, tobacco-related harm, unemployment, financial insecurity, social isolation, domestic violence, and crime, and reduce associated service burdens and costs on society.

This strategy describes how we will take a public health approach across three core themes:

- **Regulation** – we will take action within our powers to review and strengthen the role of the Local Authority in enhancing the regulatory safeguards against gambling related harm. This will include a review of licensing and advertising policy.
- **Knowledge and Awareness** – we will build and apply a gambling related harm evidence base for Nottingham by addressing our priority questions in research, improving our understanding of how gambling affects local people, and prevent new cases of gambling related harm by boosting public and professional awareness, including children, young people and young adults.
- **Support pathways** – we will make it easier for people in Nottingham who are affected by gambling to find the help they need. We will work with our partners to proactively detect cases of harm and connect people to the right support. We will reduce inequalities in access, experiences, and outcomes to these services, and improve the visibility of support for all.

Gambling related harm strategy 2023-2028

VISION

Nottingham City will be a place where people are protected from gambling harm, and can access and receive support

AIM

To prevent and reduce gambling related harm in Nottingham City

STRATEGIC THEMES

REGULATION

Strengthen the safeguards and regulation of in-person gambling

Reduce exposure to gambling advertising

KNOWLEDGE AND AWARENESS

Develop and improve the local evidence base regarding gambling related harm in Nottingham City

Raise awareness of the risks and impacts of gambling with population-wide and targeted approaches

SUPPORT PATHWAYS

Build upon and improve pathways to support and recovery

Help to make support available, visible, and accessible to people in Nottingham City

KEY IMPACTS

- Populations vulnerable to gambling related harm are protected through policy
- People are not exposed to gambling product promotion in NCC owned spaces
- Opportunities for prevention and targeted use of resources are identified
- People in Nottingham are more aware of gambling risks, impacts & support
- There are fewer new cases of gambling related harm in Nottingham
- The reach of support services improves for people in Nottingham

DELIVERY AND GOVERNANCE

Nottingham Gambling Related Harm Strategic Group

Nottingham City Health and Wellbeing Board

1. Introduction



1.1 Gambling related harm

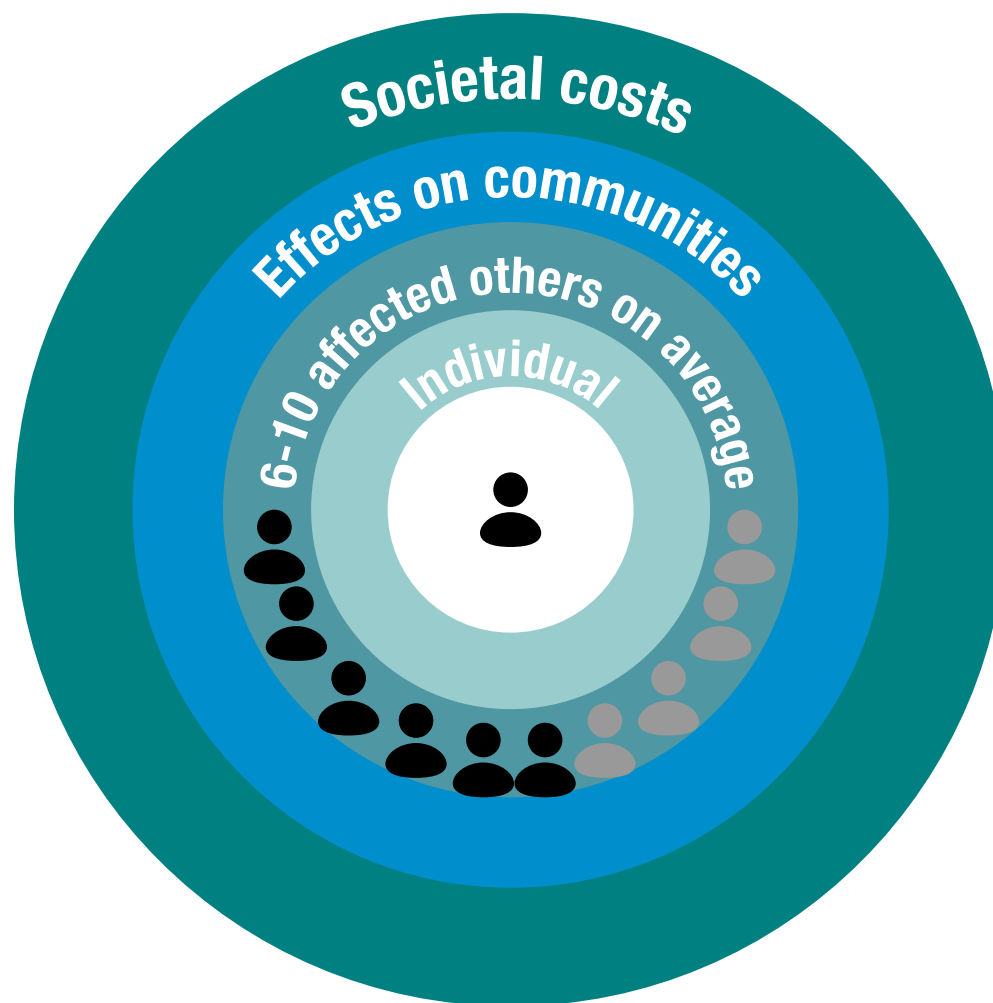
Gambling describes an activity where a person risks a loss for a possible gain in an activity of uncertain outcome. This includes casino games, sports betting, bingo, scratch cards and lotteries, and features of gambling are present in popular console gaming and cryptocurrency.

There is increasing evidence that gambling products can be addictive with the potential to cause significant and long-lasting harm. Gambling related harm collectively describes the various adverse consequences of gambling, which broadly include effects on:

- Physical and mental health
- Relationships and families
- Finances, employment, and education
- Crime and violence

Gambling related harm is a neglected and under-recognised public health problem. The association between gambling and other public health and social challenges is well evidenced, and includes homelessness, suicide prevention, and alcohol-related harm. The impacts of gambling are particularly poignant now, at a time where money worries and mental health strain has increased following the Covid-19 pandemic and with an ongoing cost of living crisis. Gambling related harm has significant effects not only for an individual with a gambling problem, but also their affected others, communities, and wider society (Fig 1).

Fig 1: Socio-ecological model of gambling related harm



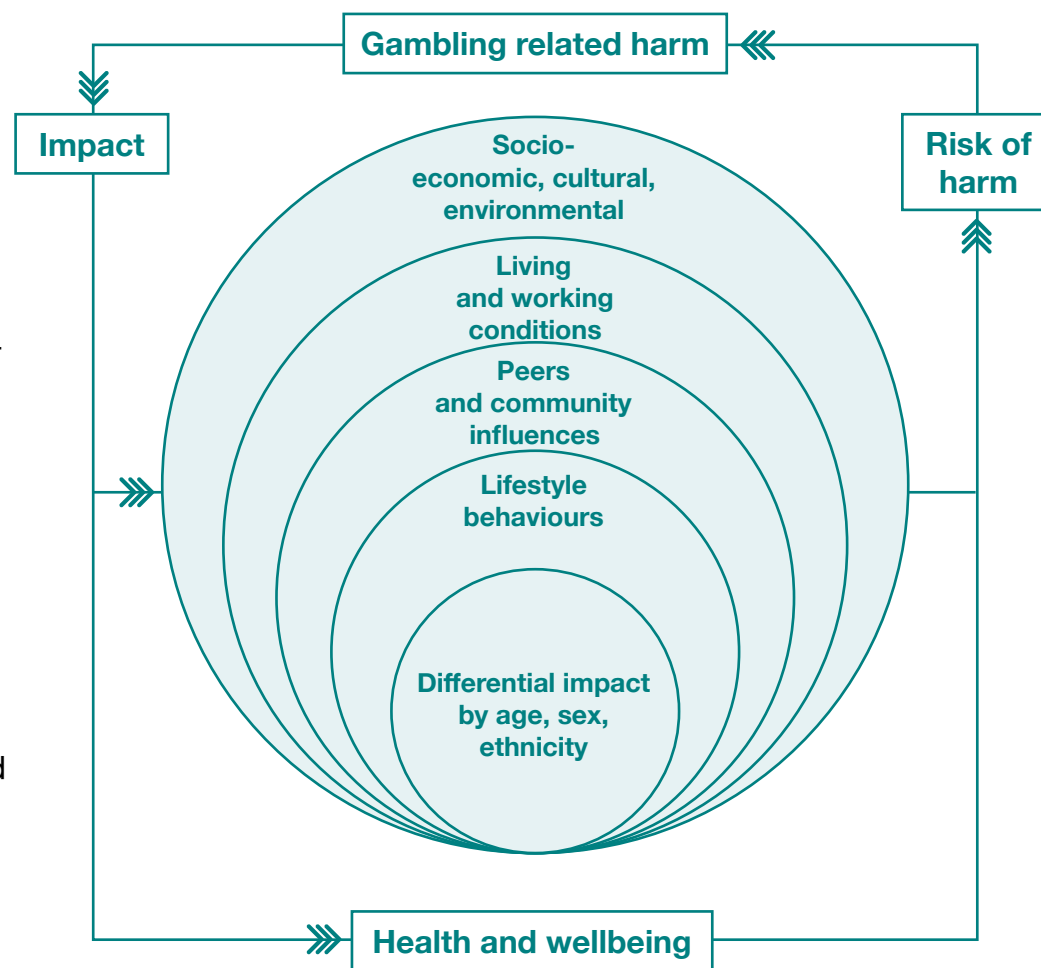
1.2 Gambling and health

Gambling is strongly connected to health and wellbeing. Harmful gambling is associated with cigarette smoking, substance use, and high levels of alcohol consumption which are recognised causes of preventable morbidity and premature mortality. There are important mental health harms including an association with diagnosed mental health conditions, and a person affected by gambling is likely to experience feelings of isolation, guilt, and hopelessness. One UK study estimated a person with a gambling problem is over 5 times more likely to attempt suicide¹ and there is on average one gambling-related suicide per day in the UK².

Gambling can be associated with crime. A survey of prisoners in England found 4% of prisoners completing the survey said gambling directly contributed to being in prison, and gambling had resulted in debt (14%), relationship issues (11%) and job loss (5%). Gambling does occur in prisons, with 22% saying they had bet or gambled money whilst in prison in the last year³.

The impacts of gambling on health can be direct (such as on mental health and emotional wellbeing), and can also influence the wider and social determinants of health: the building blocks of our lives which shape and influence health over time (Fig 2). Many of the potential impacts such as debt, homelessness, and social isolation, are risk factors for further harm.

Fig 2: Gambling-health cycle



1 Trends and patterns in UK treatment seeking gamblers: 2000-2015. Sharman S, Murphy R, Turner JJ, Roberts A. s.l. : Addictive behaviors, 2019, Vol. 89, pp. 51-56

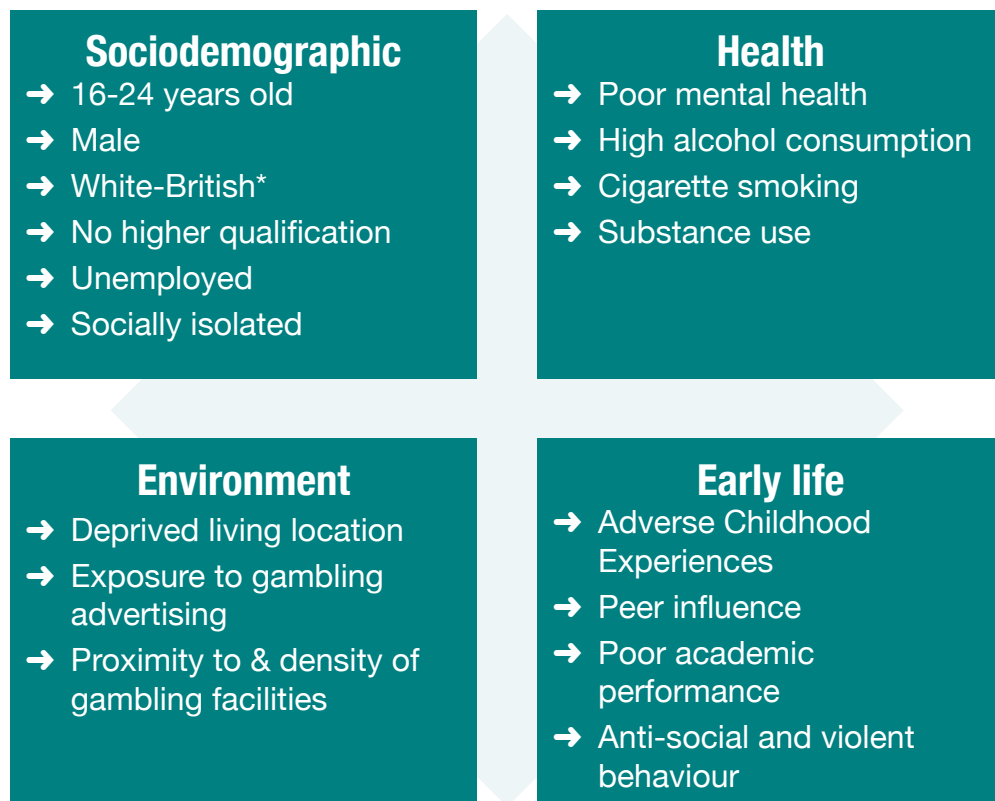
2 Gambling With Lives. Gambling: Suicidal ideation, attempts and completed suicides. 2020.

3 Gambling Harm and Offenders: A survey of prisoners' experiences. The Forward Trust. 2020

1.3 Risk factors

Anyone can be affected by gambling, and everyone who lives, or works, or studies in, or visits Nottingham City is included in the scope of this strategy. There is important evidence that disadvantaged groups and people with poor health are more likely to develop a gambling problem, a situation where a person continues to gamble despite experiencing negative effects. Early life experiences and living location are also important predictors of a gambling problem (Fig 3).

Fig 3: Risk factors for a gambling problem



*With a disproportionate impact for minority ethnic groups relative to levels of participation

1.4 Drivers of harm

Gambling products are very heavily marketed and easily accessed. In 2017, gambling operators were estimated to have spent approximately £1.5 billion on gambling advertising in the UK⁴. The Gambling Commission surveys indicate that both adults and children report frequently seeing gambling advertising^{5,6}.

The landscape has evolved with the increasing popularity of online gambling, and children and young people are frequently exposed to gambling products through observed gambling, illegal gambling, or gambling in gaming, and to gambling advertising.

Gambling related harm is a highly stigmatised issue, and it is common for a person affected by gambling to keep this concealed until a moment of crisis. This can be driven by worry of the reaction from others, shame and guilt for the consequences, feelings of isolation, and a belief that losses can be recovered through gambling. People report challenges with finding support services or finding a supportive space that feels right for them.

4 Department for Culture, Media & Sport. High stakes: gambling reform for the digital age. GOV.UK. [Online] 27 April 2023. www.gov.uk/government/publications/high-stakes-gambling-reform-for-the-digital-age/high-stakes-gambling-reform-for-the-digital-age

5 Gambling Commission. Understanding how consumers engaged with gambling advertising in 2020. Gambling Commission. [Online] 18 June 2021. www.gamblingcommission.gov.uk/statistics-and-research/publication/understanding-how-consumers-engaged-with-gambling-advertising-in-2020

6 Gambling Commission. Young People and Gambling Survey 2022. 2022

2. The case for a local gambling harm strategy



2.1 Gambling related harm in Nottingham

The recent gambling health needs assessment used national survey data to estimate that over 109,000 people aged 16 and over in the City would have gambled in the last 4 weeks, and nearly 62,000 would have gambled online in that time.

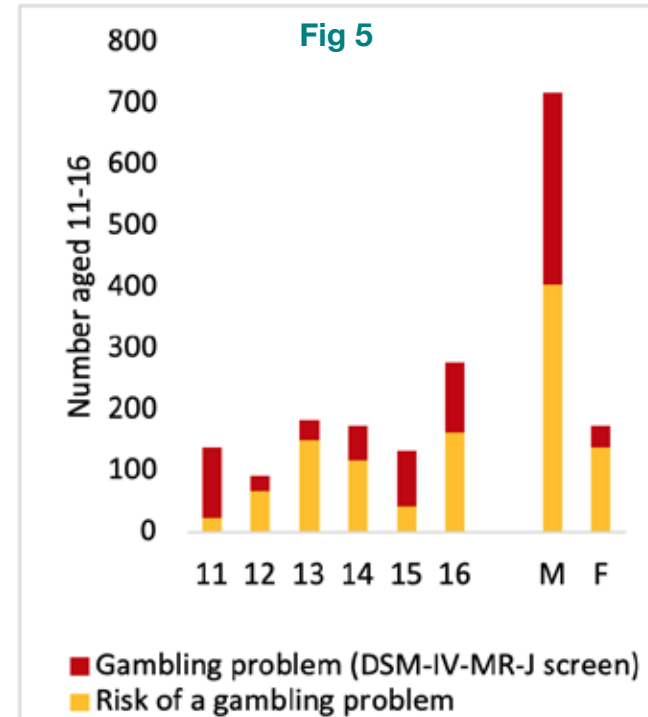
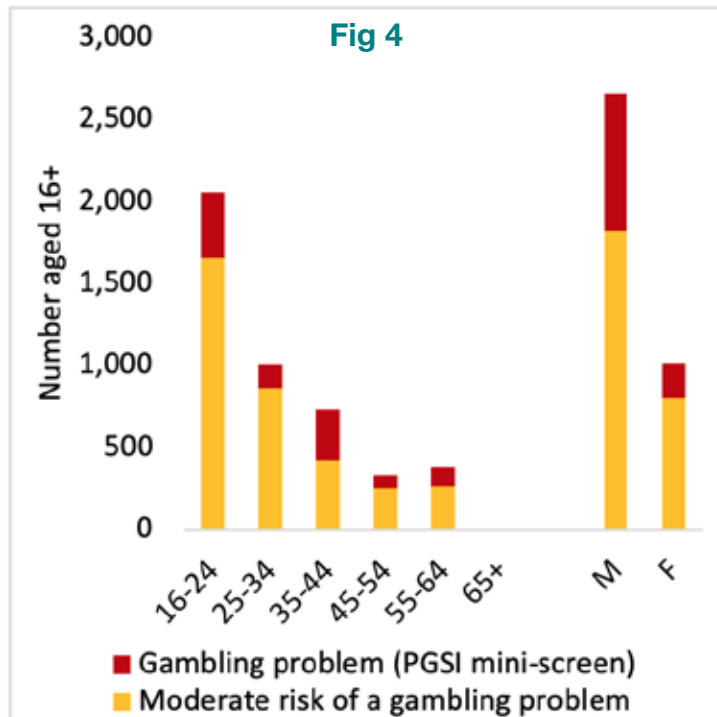
It is estimated that almost 4,500 people aged 16 and over (Fig 4) and almost 1,000 children in school aged 11-16 show signs of a gambling problem (Fig 5). This mostly affects men, and for adults disproportionately affects younger age groups. This is likely to be a significant underestimate due to survey limitations. The evidence shows that for each person with a gambling problem, there are an average of 6-10 affected others.

Fig 4:

Left: Estimated number of people age 16 and over in Nottingham with gambling problems and risk of gambling problems (2020 national data applied to mid-2020 population estimates).

Fig 5:

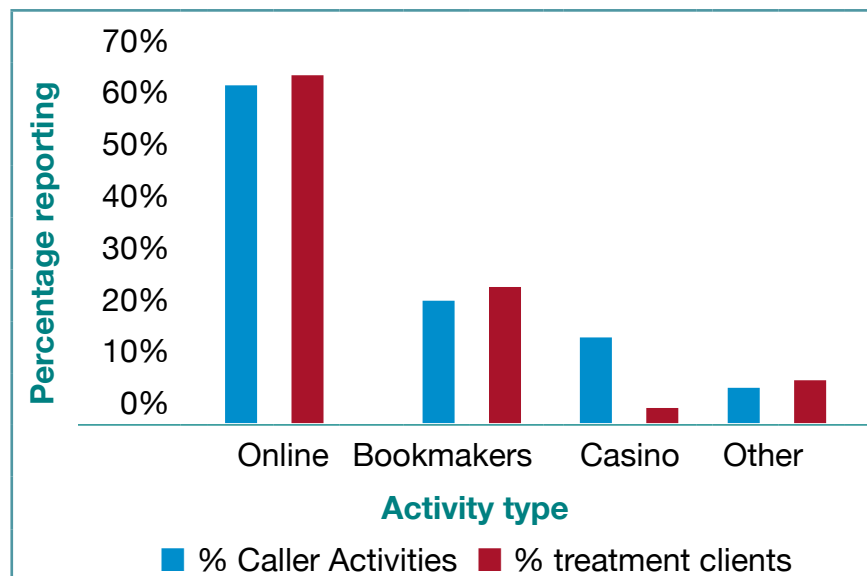
Right: Estimated number of in-school 11-16-year-olds in Nottingham with gambling problems and risk of gambling problems (2020 national data applied to ONS mid-2020 population estimates)



In contrast with the scale of need, 48 people called the GamCare helpline in the 2021/22 financial year, who reported living in Nottingham City. Most helpline callers were affected by their own gambling, were men, and aged 26-45.

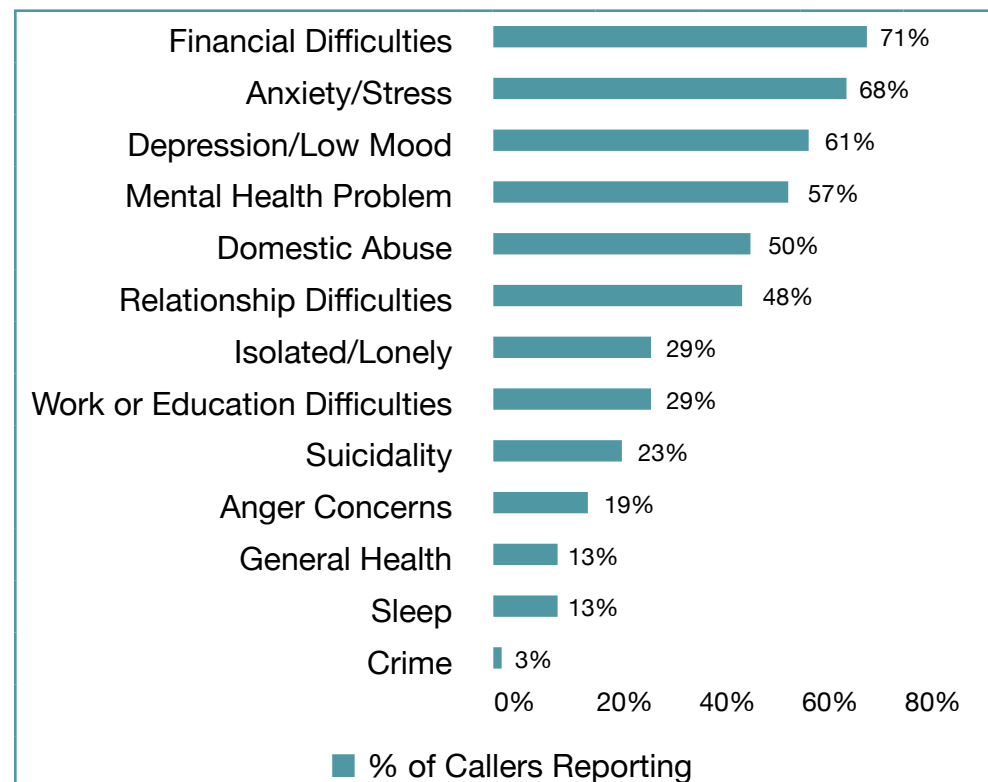
Online gambling was the most reported gambling activity among helpline callers and GamCare treatment clients in 2021/22, followed by bookmakers, and then casino and other forms of gambling (Fig 6).

Fig 6: Gambling activities disclosed by GamCare helpline callers and treatment clients linked to a Nottingham City postcode (2021-22)



Callers from Nottingham commonly reported multiple impacts from gambling (Fig 7). This was most related to financial and mental health difficulties, and included challenges with relationships, work and education, sleep, and crime. Over one fifth of helpline callers reported current or past suicidal thoughts.

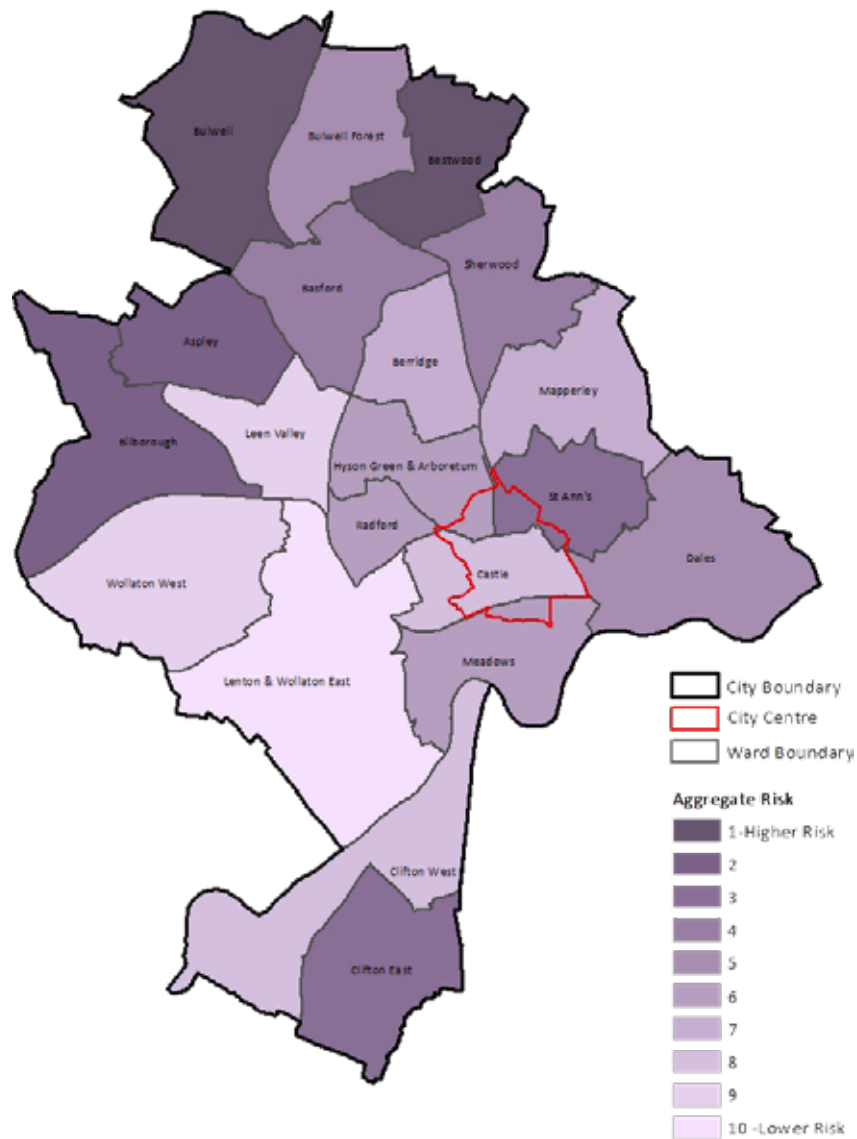
Fig 7: Percentage of GamCare helpline callers linked to a Nottingham postcode who report types of gambling related harm, April 2021-March 2022 (callers may cite multiple impacts)



Data on risk factors was examined in the Health Needs Assessment, with a calculation of aggregate (combined) risks of a gambling problem at ward level. The analysis predicts people living in Bulwell, Clifton East, Bestwood, Bilborough, Aspley and St Ann's are at a higher risk of developing a gambling problem, because of a higher level of population and environmental risk factors (Fig 8).

Fig 8: Heat map presenting the ranked aggregate risk of a gambling problem in Nottingham City by ward

Nottingham City: Aggregate Risk Factors
(Smoking, Alcohol Admission, DSH, IMD & Unemployment)



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2.2 The case for change

There is clear evidence that gambling has adversely affected the health and wellbeing of people in Nottingham City and there is an evidence base by which we can consider our next steps. Support is underutilised, there are inequalities in risk and impact, and without action harm is likely to continue.

We have heard examples of how gambling has affected people in Nottingham through speaking to those with lived experience. We have heard stories from local people describing how gambling problems left them feeling worried, low, and alone, and how it affected their relationships with families, and in some cases forced them out of their home or work.

The **Joint Health and Wellbeing Strategy** for Nottingham City describes our population health needs across the city, the importance of improving mental and physical health and wellbeing, working collaboratively with our communities, and considering the factors that influence our health, with a particular focus on financial wellbeing.

Taking action to prevent and reduce gambling harm will complement work on other prioritised challenges in Nottingham. It could contribute to the prevention of mental ill health, suicidality, homelessness, alcohol-related harm, tobacco-related harm, unemployment, financial insecurity, social isolation, domestic violence, and crime. This is opportune with the review of the Gambling Act, and an increasing recognition of the potential risks of gambling.

Our ambition to prevent gambling related harm aspires to improve health and wellbeing, boost the local economy, keep families together, and protect job, home, and financial security, so that people in Nottingham City can live happy and healthy lives.

3. Strategy development



3.1 Our Vision

Nottingham City will be a place where people are protected from gambling harm, and can access and receive support

We believe that Nottingham City should be a place where people affected by gambling related harm are proactively supported and empowered to live happy and healthy lives in an inclusive, safe, and fair City.

We believe that people in Nottingham should have information on gambling harm and support, and be able to access support and recovery easily.

3.2 Our Aim

To prevent and reduce gambling related harm in Nottingham City

Our strategic aim considers people who are at higher risk of gambling related harm, as well as the general resident population. We will draw on the themes of regulation, knowledge and awareness, and support pathways to effectively prevent and reduce gambling related harm.

3.3 Our Principles

Gambling related harm is highly stigmatised, and stigma is a well-recognised barrier to help seeking and recovery. We are proud advocates for people affected by gambling related harm, and

we consciously choose to use language which is inclusive and destigmatising.

Anybody can be affected by gambling related harm, and we believe that preventing gambling related harm should be everyone's responsibility.

3.4 Strategy development group

This strategy has been developed in partnership with a range of organisations and services, and has included people with lived experience of gambling related harm from the start. The organisations involved are listed in [Appendix 1](#).

This strategy has drawn on the group's expertise, the findings of the recently completed Nottingham City Council gambling related harm health needs assessment, the evidence base in data and published literature, and recommendations set out in guidance documents:

- **Tackling Gambling Related Harm: A Whole Council Approach** – The Local Government Association
- **Public Health Framework for Gambling Related Harm** – Yorkshire and the Humber Association for Directors of Public Health

In addition to data and literature sources, we have invited adults who live, work or study in Nottingham to speak to us about their personal experiences of gambling related harm, the support they use and need, and how their own story may inspire our opportunities for prevention. We have throughout the development of this strategy, sought and applied the voices of people with lived experience to help shape its content, prompt action in our subgroups, and check that our proposals reflect the expressed need of the local population. We intend to continue to engage with people with lived and living experience of gambling related harm to steer and advise throughout the implementation of the strategy.

3.5 Strategic themes

Three strategic themes have been identified in developing the strategy, which reflect key opportunities to prevent and reduce gambling related harm:

1. Regulation

This theme focuses on the regulation of access to and the promotion of gambling products

2. Knowledge and awareness

This theme has a focus on information, in two respects:

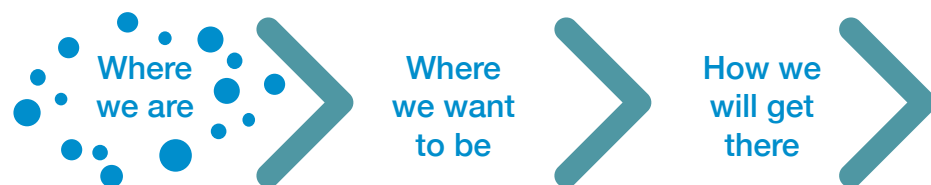
- a. Improving the knowledge of gambling related harm through applying and extending the evidence base and understanding of need locally
- b. Increasing the awareness of gambling risks, harms, and support

3. Support pathways

This theme focuses on working as a system to improve and create pathways to support and recovery services for people affected by gambling

These themes form the structure of this strategy and subgroups of the strategy development group have explored and discussed proposed strategic activity, by working sequentially through three stages (Fig 9).

Fig 9: Strategy development process



The actions to support the progress of these themes will be kept under review during the implementation of this strategy.

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4. Regulation



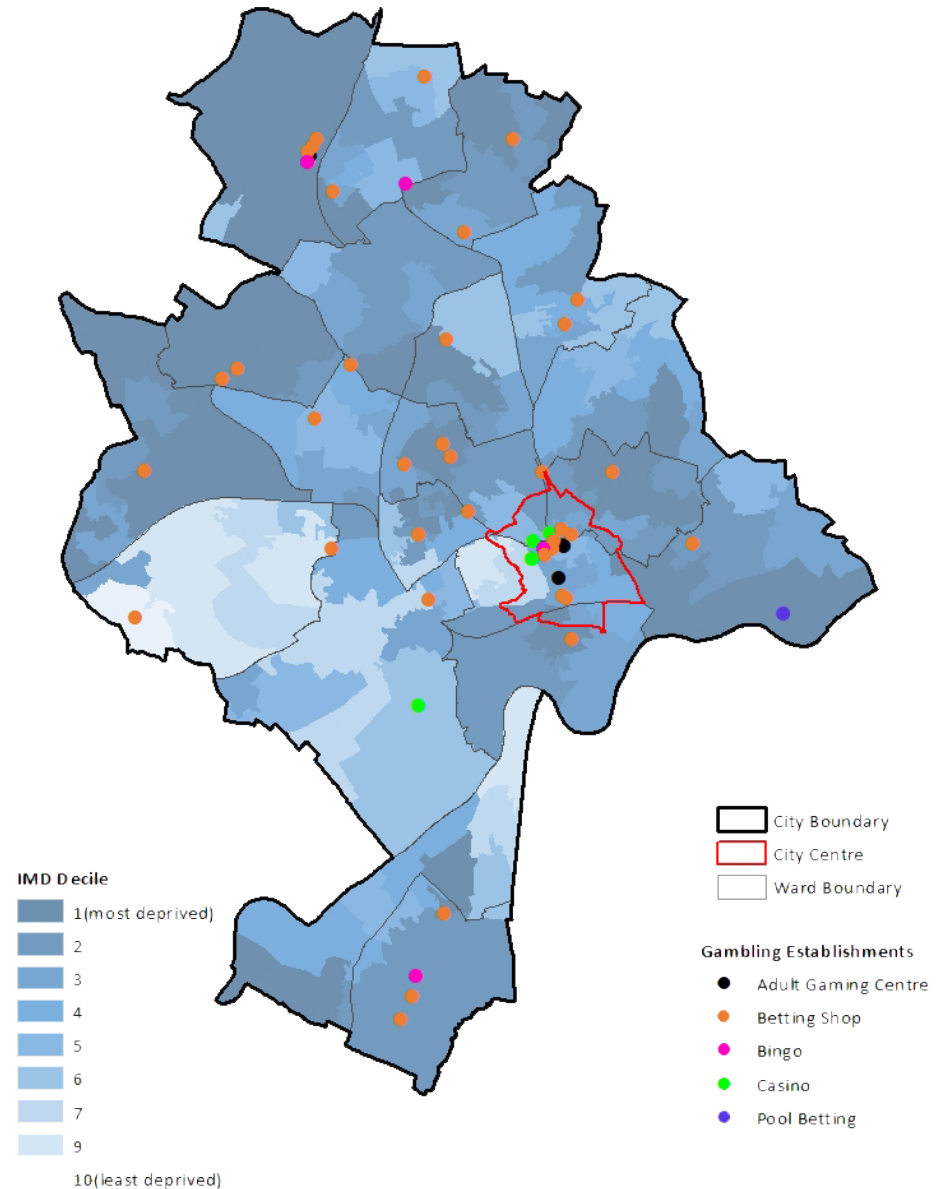
4.1 Where we are now

4.1.1 Licensing

Nottingham City Council licensing team regulate gambling and betting premises in Nottingham apart from National Lottery, spread betting and online gambling. The licensing team produce, review, and implement policy in accordance with the Gambling Act 2005 to prevent gambling associated crime, ensure gambling is conducted fairly, and protect vulnerable people from gambling harm, including children.

Gambling premises in Nottingham are clustered in the City Centre, Bulwell, and Clifton East. Relatively deprived areas of the City are more likely to house gambling establishments (see figure 10).

Fig 10: Location of licensed gambling premises in Nottingham City, and heat map of Index of Multiple Deprivation at Lower Super Output Area Level



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4.1.2 Advertising and sponsorship

Children and young people are commonly exposed to gambling advertising, and increased exposure to advertising is shown to increase the likelihood of gambling participation and gambling problems.

Nottingham City Council policy is to prevent Council-owned spaces advertising gambling products and Council events being sponsored by the gambling industry. Gambling is however not formally defined in advertising and sponsorship policy which risks subjective interpretation and inadvertently permitting gambling promotion. Additionally, advertising on some Council owned spaces such as bus shelters, lamp post banners, and car parks, are subcontracted, and could feature gambling.

4.2 Where we want to be and how we will get there

Aim 1: Strengthen the safeguards and regulation of in-person gambling

Objective 1.1: Review and update local Council gambling licensing policy

The Council's licensing team produced an updated Statement of Principles in 2022, to show the policy intentions in accordance with legislative requirements. There has since been a health needs assessment which warrants re-examination of policy, and updates where appropriate.

This is particularly timely, with the recent release of the Gambling Act White Paper, in which the government recommended that, "licensing authorities update their policy statements using a wide range of data and analysis, including making use of spatial tools and public health data to identify vulnerable areas and to state their position on additional gambling premises in these areas." They also

recommended, "licensing authorities make more use of their powers to attach conditions to premises licenses, such as opening hours and security measures."

The Nottingham City Council Licensing Team will work with Public Health colleagues in employing a data intelligence-led approach, to highlight areas of greater vulnerability to gambling harm, and updating the expectations of license applicants for these areas. We will learn from gambling licensing policies of other local authorities who have applied a public health approach. We aim to begin this policy review in early 2024 and complete this review by early 2025

Objective 1.2: Gain assurances that gambling businesses are responsibly preventing and responding to gambling related harm

The local licensing authority and the Gambling Commission co-regulate gambling businesses, to ensure compliance with legislative requirements. With an increasing recognition of gambling related harm in Nottingham, we must encourage and support gambling businesses to protect the local population from risk of harm.

We will achieve this by asking gambling businesses in Nottingham to provide information on their policies for staff training on gambling harm awareness and prevention, on completion of safeguarding training by staff, and on their approach to managing self-exclusion. We will ask them about the number of people currently self-excluded from their premises, and their records of refusal on age grounds.

Gambling businesses are routinely inspected with a standardised template by premises and license type. We will use these inspections as an opportunity to assess for evidence of risk mitigations and evidence of appropriate information for their customers. We will also routinely review outcomes of Gambling Commission-led under-age test purchasing in Nottingham.

Aim 2: Prevent the promotion of gambling products in City Council owned spaces

Objective 2.1: Review and update local Council advertising and sponsorship policy

We recognise the Council has a role in limiting the exposure of gambling advertising to people in Nottingham, particularly for children and vulnerable persons. We will therefore do what we can to prevent the promotion of gambling products in Nottingham.

We already list gambling among content that is banned in our Corporate Advertising and Sponsorship policy, from being promoted in Council owned advertising spaces and sponsored events. We will strengthen this by clearly defining gambling in the policy to remove the possibility of this being subjectively interpreted and to permit greater scrutiny of applications to advertise.

We will proactively review due-to-expire contracts with external providers to ban the use of City Council-owned spaces to advertise gambling products, and we will also ban the use of Council-hosted events being sponsored by gambling products and gambling businesses.

This is a starting point. We carry a long-term aspiration for Nottingham to become a City free of gambling advertising.

5. Knowledge and awareness



5.1 Where we are now

5.1.1 Evidence base

The recent health needs assessment drew on literature and data sources to describe populations at greater risk of gambling problems, how gambling can affect people, and produce estimates of the number of people affected by their own gambling in Nottingham. We also used GamCare data to gain insight into levels of demand for support, gambling products accessed, and impacts of gambling.

This is a helpful start, though there remain important gaps in evidence and its quality. There is little local data on gambling and a limited understanding of the experiences of affected people in Nottingham.

5.1.2 Public understanding of gambling related harm

Gambling products are widely used and strongly promoted. Whilst gambling can be sociable and entertaining, it is commonly misinterpreted as being confined to casino style games and to sports betting, yet gambling features in many other ways including bingo, scratch cards, lotteries, cryptocurrency trading, and in console gaming.

Gambling related harm is poorly understood and under-recognised. People affected by gambling often report having kept this concealed for reasons of shame, guilt, low self-esteem, hopelessness, and worry, as well as the stigma shown in judgemental language and stereotyped assumptions.

5.2 Where we want to be and how we will get there

Aim 3: Develop and improve the local evidence base regarding gambling related harm in Nottingham City

Objective 3.1: Utilise opportunities to collect local data on gambling and gambling related harm

Nottingham City Council and our strategic partners already collect a wide range of data from diverse populations, with consent, to inform and support service delivery. This presents an opportunity to start featuring questions on gambling.

We will work with partners to ask questions about gambling through existing data collection methods within local services. We aim to collect information from adults and children on a range of gambling related topic areas to improve our understanding of gambling participation, impact, exposure, and public perception. This will allow us to directly measure how people in Nottingham City use gambling products, and to inform future interventions and an updated assessment of population health need.

Objective 3.2: Understand the experiences and support needs for people affected by gambling in Nottingham City

During the development of this strategy, we have spoken with people affected by gambling related harm in Nottingham. We have heard people share their personal story, and the support they used or needed but could not find. We used these highly contextualised interviews to inform proposals for preventative action as featured in this strategy.

This showcased the power of proactively involving people with lived experience, and we wish to explicitly declare our continued commitment to this. We will continue to learn from and work with people with lived and living experience of gambling related harm in Nottingham City. We will work together to improve understanding, break down barriers to support, destigmatise gambling harm, and ensure the actions we take are truly reflective of local need.

Objective 3.3: Address priority gaps in evidence through research and evaluation

We will work with academic partners to answer important questions about gambling related harm in Nottingham. This will include using locally linked data to study the prevalence of gambling problems in Nottingham City, how this relates to other health behaviours and conditions, and if this has changed over time. We will also apply robust academic methods to evaluate the use of a single screening question for gambling related harm in Nottingham in a range of settings and populations at risk of gambling harm (see [section 6.2](#)).

There is sparse data on online gambling which was the most reported type of gambling activity among GamCare helpline callers in Nottingham from 2021-22 so it is a priority gap in evidence. We will develop plans to improve our understanding of behavioural patterns in online gambling for people in Nottingham, and produce recommendations to address this.

Aim 4: Raise awareness of the risks and impacts of gambling with population-wide and targeted approaches

Objective 4.1: Raise awareness of gambling risks and impacts to people in Nottingham, and signpost to support services

We need to improve public understanding of gambling harm through an empowering and educational approach. We also need to dismantle the myths around gambling related harm and gambling products, and through the sharing of information, help people to

open up about how gambling is affecting them and get the support they want and need.

Nottingham City Council will develop and deliver a gambling related harm public health information campaign. The campaign and its central message will be co-designed by people with lived experience, and informed by the evidence base for gambling harm communication. We will maximise its reach and impact through the support of our strategic partners.

We will work with our strategic partners to encourage public facing staff in services likely to see people at risk of or impacted by gambling to receive appropriate training. This training will give practitioners greater awareness of gambling related harm and of support services, contribute to destigmatising harmful gambling, and grow a broader support network for affected people.

Objective 4.2: Provide information on gambling risks and impacts among children and young people, and their trusted adults

The earliest opportunity to prevent gambling related harm is to protect children and young people from harm through engaging with them and their trusted adults. Children are frequently exposed to gambling advertising and witness others gambling, and there is evidence in research connecting excessive gaming to harmful gambling.

We will work with partners to deliver educational sessions for children and young people, so that they understand more about gambling, its risks, and how and where to seek help. We will also promote opportunities to deliver information and training to parents and professionals in contact with children and young people, including foster carers, school, college, and university staff, safeguarding and student wellbeing teams, and youth groups.

This will enable young people and their support network to become more informed about gambling related harm and equip them with the knowledge and skills needed to prevent and respond to incidents of harmful gambling.

6. Support pathways



6.1 Where we are now

Help and support for people affected by gambling is available and expanding in Nottingham City (see [Appendix 2](#) for a list of available services and their contact information).

People can currently receive support through GamCare nationally (via the helpline, webchat, and WhatsApp number) and locally (which includes regular clinics at the Wellbeing Hub, phone and virtual appointments, support in co-location with other services, and outreach into specific settings such as in prison). Al-Hurraya offer a gambling addiction support and counselling service for people from ethnic minority backgrounds. There is a new NHS gambling harm clinic in Derby for the East Midlands, who offer in-person and virtual appointments, as part of the NHS Long Term Plan.

In addition, there are downloadable software blockers GamBan and GamStop, mutual support groups (such as Gamblers Anonymous and GamAnon) and residential rehabilitation with Gordon Moody Association (located in the West Midlands).

Data shows many people are not reached by support services, for various reasons. Awareness of support services could be better among public and professionals, and services which support people affected by gambling (be that directly or indirectly) are not as well connected as they could be.

Stigma is also a significant barrier. Services rely on individuals to disclose harm and ask for help, but feelings of worry, shame, guilt, low self-esteem, and hopelessness can keep the problem concealed. It can also be challenging for affected people to find the right support easily, or to feel 'worthy' of support, as we have heard through our recent engagement with affected people in Nottingham.

6.2 Where we want to be and how we will get there

Aim 5: Build upon and improve pathways to support and recovery

Objective 5.1: Conduct targeted screening to detect gambling related harm and offer referral or signposting to support services

There are a range of local services who see populations at risk of gambling harm or who may be showing signs of gambling harm. This is a natural opportunity to proactively identify people affected by gambling and offer help.

An audit of services commissioned by Nottingham City Council Public Health found only a single example of screening for gambling related harm. The Nottingham Recovery Network treatment service for people who use alcohol and drugs, introduced a single screening question for gambling related harm during 2022. The question, "Do you feel worried or affected by your own gambling or the gambling of a loved one?" was created by a person affected by gambling harm. It is inspired by the supportive evidence base for other similar questions. This question has shown promise in generating referrals and is more convenient than existing longer screening tools.

As part of this strategy, the use of this question will be expanded to additional local services. This will occur in a targeted manner, towards services meeting the needs of populations at risk of gambling related harm, or who may be showing signs of harm. This will aim to include:

- People with poor mental health or emotional wellbeing
- People who use substances
- Young people exiting the care system
- People in prison
- People with financial worries

The engagement through local services will aim to reach a broader population and offer connection to gambling support services for those in need. We will use this as an opportunity to promote training for professionals across a range of settings (including those not adopting the screening question) to increase awareness of gambling related harm and support services.

The use of the screening question will be evaluated to assess its validity, acceptability, and impact, with comparison where appropriate to the longer gold standard screening tools. Once the evaluation is completed, there may be scope to expand its use in other settings and for other populations, and optimise the effectiveness and efficiency of gambling harm screening.

Objective 5.2: Improve pathways to recovery by connecting providers of gambling support with other services that promote ongoing wellbeing and help rebuild lives

Gambling support services offer a range of help and information for people affected by gambling. The impacts of gambling are highly variable, and include social isolation, debt, and loss of employment. Upon exiting a support service focusing on gambling abstinence, an affected person may lack the resources to return to a life before gambling.

This strategy is an opportune moment to strengthen the network of gambling support services and to create and enhance connections between direct providers of support (such as GamCare), allied complementary support services (such as for financial support), and peer-led recovery groups (such as Gamblers Anonymous). This will nurture a personalised journey to rebuilding an individual's social capital, with outcomes that are meaningful to them, whether this means safe and secure housing, building new social connections, financial advice, or re-entering employment. Many of the impacts of gambling are also risk factors for continued gambling related harm, and building these connections provides a protective network to stop the cycle of harm and help people overcome the challenges they face.

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Aim 6: Help to make support available, visible, and accessible to people in Nottingham City

Objective 6.1: Promote the visibility of gambling harm support services to make it easier for people to find support

We know that people affected by gambling can struggle to find the right support and often conceal gambling harm, self-care, or rely on friends and family for help. We will make it easy to find the right support services by updating directories and public facing websites with information on gambling harm and support services. We will use inclusive and non-stigmatising language to break down barriers to asking for help, and we will ensure that the full range of support available is promoted.

We will distribute information about support services to potential referrers, and we will use the information campaign (as mentioned in **objective 4.2**) as another opportunity to increase visibility of support services to the public.

Objective 6.2: Promote equity of access, experiences, and outcomes of gambling support services for people in Nottingham City who are affected by gambling

Whilst anybody can be affected by gambling related harm, we know that some populations are disproportionately affected. These populations are characteristically disadvantaged and less likely to be reached by health and care services.

Public health will work with gambling support services to study and address inequalities in access (including service reach), experiences, and outcomes. This will employ an intelligence-led approach, where we will review quantitative and qualitative data for evidence of unfair, avoidable differences in service reach and impacts for people in Nottingham, and where inequity does arise, action will be taken to explore and address potential barriers.

7. How we will know we are there



7.1 Delivery and Governance

This strategy has been produced by an alliance of groups, services and organisations who are all connected to populations affected by gambling in Nottingham City. Our strategic partners have agreed to design and support the delivery of this strategy. Working together will support people affected by gambling, and in turn, have a positive impact on a range of other associated health and social challenges to the benefit of all partners.

This strategy will be delivered over a 5-year period which reflects the time involved in effectively planning, delivering and monitoring the progress towards our strategic aims and objectives, recognising that it will take time to see the change we desire.

A strategy delivery plan will be produced to support the implementation of this strategy, with key milestones and designated leads for the themes and objectives. Annual action plans will be written to set out the detail and provide a shared understanding of the tasks and activities.

The Gambling Related Harm Strategic Group will continue to meet regularly to review and discuss progress on the strategy. This will include representation from partners with responsibilities in the annual action plan. This group will be organised and chaired by Nottingham City Council Public Health, with flexibility for Group members to co-lead as appropriate. Regular updates of strategy delivery progress will be provided by Public Health to the Nottingham City Health and Wellbeing Board.

7.2 Evaluation

Evidence based practice is a key feature of a public health approach so that we understand the impact we have, have confidence in what we do, and strive to continuously improve. Evaluation has been explicitly considered and embedded in the design of this strategy, so that we can measure change and impact.

There is some local data on gambling and gambling related harm but there are important limitations: the metrics available are sparse, data is typically reported for groups rather than individuals, and existing data is likely to under-report the true figures. This presents challenges to evaluation design. However, some of the actions we undertake as part of this strategy will produce a baseline against which we can measure progress. We will also aim to hear from people affected by gambling in Nottingham to understand whether we have achieved the change we desire.

Evaluation has been built into the design of interventions and we have sought opportunities to build professional networks to facilitate and provide expertise in developing robust evaluations which relate to specific strategic objectives. Where possible, evaluations will be able to measure change by adopting a comparative approach to demonstrate the impact in Nottingham against what we expect would occur had no action been taken.

A logic model has been produced for each strategic theme, which illustrates inputs, actions, outputs, outcomes, and impacts expected. This illustrates the programme theory and informs the methods to evaluate each strategic objective. We will collectively evaluate the impact of this strategy in achieving our overall aim of preventing and reducing gambling related harm in Nottingham City.

REGULATION

Objective	Inputs	Activities	Outputs	Outcomes (medium term)	Impacts (long term)
1.1 Review and update local Council gambling licensing policy	<ul style="list-style-type: none"> Nottingham City Council (NCC) Gambling Licensing Policy: Statement of Principles 2022 Health needs assessment Gambling related harm guidance documents Example local authority licensing policies adopting a public health approach to gambling harm prevention 	<ul style="list-style-type: none"> NCC gambling licensing policy reviewed Public health support data analysis and geospatial mapping Recommended amendments are considered 	<ul style="list-style-type: none"> Gambling harm described Areas of vulnerability to harm recognised Additional protective measures included subject to approval 	<ul style="list-style-type: none"> Areas of vulnerability increase appreciation for risk of harm when receiving new license applications NCC licensing better placed to review new applications in context of risk & vulnerability, and justify refusal of application if necessary 	<ul style="list-style-type: none"> Populations vulnerable to gambling related harm are protected through safeguards detailed in gambling licensing policy
1.2 Gain assurances that gambling businesses are responsibly preventing and responding to gambling related harm		<ul style="list-style-type: none"> NCC licensing team request license holders report specified data Gambling Commission-led test purchasing 	<ul style="list-style-type: none"> Data reported on staff training, self-exclusion policies, number self-excluded and records of refusal Gambling premises routinely inspected Test purchasing outcomes reported 	<ul style="list-style-type: none"> Gambling businesses promote staff training on gambling harm and safeguarding Gambling businesses inspected and tested for licensing compliance Gambling businesses responsibly preventing and responding to harm 	
2.1 Review and update local Council advertising and sponsorship policy	<ul style="list-style-type: none"> NCC advertising and sponsorship policy 2016 Health needs assessment Guidance documents Example policy 	<ul style="list-style-type: none"> Review and update NCC advertising and sponsorship policy Review due-to-expire subcontracted advertising 	<ul style="list-style-type: none"> Gambling products and venues clearly defined Risks and impacts of gambling described Gambling banned in NCC policy and (re) new(ed) advertising contracts 	<ul style="list-style-type: none"> Comprehensive description of gambling within policy Gambling advertising in Council owned advertising and Council event sponsorship applications denied (Re)new(ed) advertising contracts ban gambling 	<ul style="list-style-type: none"> People are not exposed to gambling product promotion through NCC owned advertising or sponsorship platforms

RISKS AND ASSUMPTIONS

- There is adequate resourcing to undertake policy review and implement change.
- All population vulnerabilities and risk factors predicting gambling related harm are incorporated into the gambling licensing policy.
- License holders voluntarily share the data requested.
- Test purchasing and inspections occur as planned.

KNOWLEDGE AND AWARENESS

Objective	Inputs	Activities	Outputs	Outcomes (medium term)	Impacts (long term)
3.1 Utilise opportunities to collect local data on gambling and gambling related harm	<ul style="list-style-type: none"> NCC Citizens Survey 	<ul style="list-style-type: none"> Add questions on gambling exposure, use and impact Survey delivery 	<ul style="list-style-type: none"> Nottingham residents complete the survey 	<ul style="list-style-type: none"> Resident adult gambling exposure, use and impact is measured Resident adult gambling expenditure is measured 	<ul style="list-style-type: none"> Improved understanding of how people in Nottingham interact with and are affected by gambling products Opportunities for prevention and targeted, efficient use of resources are identified This leads to a positive impact on the health and wellbeing of people in Nottingham Remaining gaps in evidence and understanding are identified and plans made to address this
	<ul style="list-style-type: none"> NCC Welfare Rights Service (WRS) 	<ul style="list-style-type: none"> Add gambling spend to Financial Statement 	<ul style="list-style-type: none"> WRS service users report gambling expenditure 		
	<ul style="list-style-type: none"> NCC Schools Survey School participation 	<ul style="list-style-type: none"> Add questions on gambling exposure, use and impact for CYP Survey delivery 	<ul style="list-style-type: none"> School students complete the survey 	<ul style="list-style-type: none"> Gambling exposure, use and impact is measured for children and young people 	
	<ul style="list-style-type: none"> Nottingham City FE and HE student surveys 	<ul style="list-style-type: none"> Add questions on gambling exposure, use and impact for students Survey delivery 	<ul style="list-style-type: none"> FE and HE students complete the survey 		
3.2 Understand the experiences and support needs for people affected by gambling in Nottingham City	<ul style="list-style-type: none"> People with lived and living experience of GRH Engagement advertised Participation incentive Skills in qualitative data collection & analysis 	<ul style="list-style-type: none"> Qualitative data collection from people with lived experience Thematic analysis of findings 	<ul style="list-style-type: none"> Report of thematically analysed qualitative data 	<ul style="list-style-type: none"> Experiences, support needs and opportunities for prevention are identified 	

KNOWLEDGE AND AWARENESS

Objective	Inputs	Activities	Outputs	Outcomes (medium term)	Impacts (long term)
3.3 Address priority gaps in evidence through research and evaluation	<ul style="list-style-type: none"> Health Survey for England (HSE) Data 2012-2021 HSE Nottingham City Location Codes 	<ul style="list-style-type: none"> Review and update NCC advertising and sponsorship policy Review due-to-expire subcontracted advertising 	<ul style="list-style-type: none"> Gambling products and venues clearly defined Risks and impacts of gambling described Gambling banned in NCC policy and (re) new(ed) advertising contracts 	<ul style="list-style-type: none"> Comprehensive description of gambling within policy Gambling advertising in Council owned advertising and Council event sponsorship applications denied (Re)new(ed) advertising contracts ban gambling 	<ul style="list-style-type: none"> People are not exposed to gambling product promotion through NCC owned advertising or sponsorship platforms
	<ul style="list-style-type: none"> Academic partner Successful collaborative funding bid Screening demographic and outcome data 	<ul style="list-style-type: none"> Quantitative analysis validity and outcomes Qualitative data collection acceptability 	<ul style="list-style-type: none"> Screening tool evaluated across settings and populations 	<ul style="list-style-type: none"> Screening validity, acceptability and impact is measured Opportunities to improve are identified 	<ul style="list-style-type: none"> Gambling harm screening can be refined and/or expanded to other populations and additional services
4.1 Raise awareness of gambling risks and impacts to people in Nottingham City, and signpost to support services	<ul style="list-style-type: none"> Funding Stakeholders Evidence base Delivery channels 	<ul style="list-style-type: none"> Stakeholder engagement Lived experience co-design Public health information campaign developed 	<ul style="list-style-type: none"> A public health information campaign is delivered 	<ul style="list-style-type: none"> People in Nottingham City have greater awareness of gambling risks, impacts, and support services Affected people feel stigma reduce 	<ul style="list-style-type: none"> People in Nottingham, including children and vulnerable populations, are more aware of gambling risks and impacts, and support services People feel more able to disclose gambling related harm and to seek help and support

KNOWLEDGE AND AWARENESS

Objective	Inputs	Activities	Outputs	Outcomes (medium term)	Impacts (long term)
4.2 Provide information on gambling risks and impacts among children and young people, and their trusted adults	<ul style="list-style-type: none"> • Training providers • Schools • Youth groups • Healthy Schools Team 	<ul style="list-style-type: none"> • Gambling harm information delivered to Nottingham school students and parents • Training on gambling harm promoted to adults in regular contact with children, young people, and young adults (e.g., schools, universities, colleges, youth groups, foster carers) 	<ul style="list-style-type: none"> • Children and parents receive information on gambling harm • Professionals in contact with children and young people receive gambling harm training 	<ul style="list-style-type: none"> • Children and young people, parents, and professionals in contact with children and young people have greater awareness of gambling risks and impacts 	<ul style="list-style-type: none"> • Incidence of gambling harm decreases in Nottingham

RISKS AND ASSUMPTIONS

- Survey questions are valid and reliable, and sufficiently sensitive to measure gambling exposure, use and impact for all populations asked
- There are a sufficient number of survey responses to be representative of Nottingham City populations
- People with lived experience of gambling related harm in Nottingham consent to participate in engagement work
- Health Survey for England location codes are made available
- Bid for NIHR research funding is successful and if not an alternative funding source is identified
- The information campaign reaches its target population

SUPPORT PATHWAYS

Objective	Inputs	Activities	Outputs	Outcomes (medium term)	Impacts (long term)
5.1 Conduct targeted screening to detect gambling related harm with referral or signposting to support services	<ul style="list-style-type: none"> Participation of local public-facing services Opportunities to screen Defined target population Training providers 	<ul style="list-style-type: none"> Staff receive gambling harm training Targeted gambling harm screening introduced in range of services 	<ul style="list-style-type: none"> Staff able to use screening question and have conversations on gambling and support Gambling harm is detected People disclosing harm connected to support 	<ul style="list-style-type: none"> Increased detection of gambling harm Screening results in affected people reaching a support service 	<ul style="list-style-type: none"> Service reach of GamCare East Midlands is improved Service reach of NHS East Midlands gambling harm clinic is supported (note: this is a new service with no baseline) People affected by gambling receive the support they require
5.2 Improve pathways to recovery, by connecting providers of support to the services needed to rebuild lives	<ul style="list-style-type: none"> Evidence base for gambling harm Knowledge of local support services Recovery resources and communities e.g. Gamblers Anonymous, providers of aftercare, self-help resources 	<ul style="list-style-type: none"> Gambling support services aware of complementary support services and recovery communities in Nottingham and referral routes 	<ul style="list-style-type: none"> Gambling support providers signpost or refer to local services and recovery resources and communities by individual need 	<ul style="list-style-type: none"> Affected people receive continued long-term support People affected by gambling in Nottingham report that they have access to longer term support 	<ul style="list-style-type: none"> People affected by gambling receive the support they require

SUPPORT PATHWAYS

Objective	Inputs	Activities	Outputs	Outcomes (medium term)	Impacts (long term)
6.1 Promote the visibility of gambling harm support services to make it easier for people to find support	<ul style="list-style-type: none"> Evidence base for gambling harm Information on support services Service directories Customer websites Training providers 	<ul style="list-style-type: none"> Review and update local directories Distribute information about support services to potential referrers Promote training of staff in services likely to encounter people at risk or impacted by gambling Include support services information in information campaign (4.1) 	<ul style="list-style-type: none"> Gambling harm information and support services are featured in local directories, local service websites (and other channels as appropriate e.g., newsletters, posters) Trained staff are knowledgeable about support services 	<ul style="list-style-type: none"> Clicks to support service websites and QR code scans are measured on directories and websites featuring support information Trained staff confident recommend support services if encountering a person disclosing gambling harm People affected by gambling report ease of finding the right support for them 	<ul style="list-style-type: none"> Visibility of support services increased Easier to find and access support services Equity of access, experiences, and outcomes of for GamCare East Midlands and NHS East Midlands Gambling Harm Clinic is promoted
6.2 Promote equity of access, experiences, and outcomes of gambling support services for people in Nottingham City who are affected by gambling	<ul style="list-style-type: none"> GamCare data NHS East Midlands gambling harm clinic data The voices and experiences of people affected by gambling in Nottingham 	<ul style="list-style-type: none"> Analysis by socio-demographic characteristics Engagement with people with lived experience of gambling related harm in Nottingham 	<ul style="list-style-type: none"> Equity of access, experiences, and outcomes for people in Nottingham is measured and barriers explored Differences in gambling impact and equity of help and support is understood for different populations and communities in Nottingham 	<ul style="list-style-type: none"> Inequities are identified and plans made to address this 	

SUPPORT PATHWAYS

Objective	Inputs	Activities	Outputs	Outcomes (medium term)	Impacts (long term)
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RISKS AND ASSUMPTIONS

- Targeted screening using the single screening question and comparing it to the PGSI 9 question screening tool is feasible to implement and sustainable (i.e., there is no disruption to the continuity of services adopting the screening question) and is acceptable to staff and to service users
- NIHR funding bid for evaluation of screening is successful and data on screening outcomes and demography of those screened is collected and made available
- There is continuity of the existing providers of support for people in Nottingham
- Researchers reach service users being screened as well as staff of services screening, to measure acceptability
- We have a sufficient understanding of the range of support available to and needed by people affected by gambling

Appendices



Appendix 1

List of members - Nottingham City Gambling Related Harm Strategic Group

- Al-Hurrayya
- Bet Know More
- Bilborough College
- Change Grow Live, Jigsaw
- Double Impact
- EPIC Restart Foundation
- Framework (Nottingham Recovery Network)
- GamCare East Midlands
- HM Prison and Probation Service Nottinghamshire
- NHS Nottingham and Nottinghamshire ICB
- Nottingham City Council
- Nottingham City General Practice Alliance
- Nottingham College
- Nottingham Crisis Sanctuaries
- Nottingham Financial Resilience Partnership
- Nottingham Recovery Network
- Nottingham Trent University
- Nottingham University Hospital NHS Trust
- Nottinghamshire Healthcare NHS Foundation Trust
- Office for Health Improvement and Disparities
- University of Nottingham
- Vision West Notts College

Appendix 2

List of gambling support services available to Nottingham City residents

Local

Double Impact, Time Out project	<p>Developing a post-treatment peer-led recovery programme with ambition of facilitated recovery.</p> <p>Their website provides information for public and professionals including a screening question, the PGSI tool, and information on local support services.</p>	<p>www.doubleimpact.org.uk/time-out-gambling-project</p> <p>Time Out project co-ordinator: RebeccaJones@doubleimpact.org.uk</p>
Gamblers Anonymous	<p>Confidential mutual support groups of people affected by gambling.</p>	<p>www.gamblersanonymous.org.uk/ Sunday: 19:30-21:30 Wednesday: 19:45-21:45</p> <p>Nottingham Royal Naval Association Club, 22 Church Street, Lenton, NG7 1SJ 0330 094 0322 nottsgasunday@gmail.com</p>
GamCare East Midlands	<p>Free, confidential structured support for anyone aged 18 and over, experiencing gambling related harms.</p> <p>GamCare East Midlands hold regular clinics at the Wellbeing Hub (73 Hounds Gate, NG1 6BB), offer telephone and virtual appointments, support in co-location with other services, and outreach into specific settings such as in prison.</p>	<p>Webchat: www.gamcare.org.uk</p> <p>24/7 free helpline 0808 8020 133</p> <p>01522 274880 0800 028 5598 Wellbeing hub referral: east.midlands@gamcare.org.uk</p>
Al-Hurraya	<p>Culturally sensitive empowering support for ethnic minority communities, including 1:1 counselling and weekly mutual aid meetings in Lenton.</p>	<p>www.al-hurraya.org 0115 786 9206 Unit 6, Lenton Business Centre, Nottingham, NG7 2BY Referral: info@al-hurraya.org</p>
NHS East Midlands Gambling Harm Clinic	<p>A gambling harm service for adults affected by gambling in the East Midlands, open since 20 June 2023.</p>	<p>www.eastmidlandsgambling.nhs.uk 0300 013 2330</p>

Gambling support services (non-local)

National Gambling Helpline	The National Gambling Helpline gives confidential information, advice and support, free of charge, to anyone affected by gambling harms in England, Scotland and Wales. You can speak to an advisor one-to-one over the phone or on live chat 24 hours a day, seven days a week.	Call free on 0808 8020 133
GamCare Youth Programme	Free, confidential 1-2-1 structured support for anyone aged 11-25 affected by gambling harm, including through cryptocurrency, and gaming. This service also provides support, advice and signposting for parents, families, and professionals.	www.gamcare.org.uk/outreach-and-training/youth-outreach-programme/ Referral website: bigdeal.org.uk/referral-form/
GamAnon	Mutual support group for people affected by another person's gambling.	gamanon.org.uk/
Sporting Chance	National sport funded organisation offering free gambling harm treatments for professional sportspeople.	www.sportingchanceclinic.com/
EPIC Restart Foundation	A charity offering free support after treatment, through mentoring and coaching.	www.epicrestartfoundation.org/
Bet Know More	A charity providing gambling support, support information, and training services.	www.betknowmoreuk.org/
Gordon Moody Association	Online support and short and long-term residential treatment for men and women.	gordonmoody.org.uk/
Gambling With Lives	A charity supporting families bereaved due to gambling-related suicide. They also raise awareness and campaign for change.	www.gamblingwithlives.org/
GamStop	Blocks UK licensed gambling websites and apps.	gamstop.co.uk/
GamBan	Blocks computer, mobile phone and tablet gambling websites and apps. Can be accessed for free via National Gambling Helpline 0808 802 0133.	www.gamban.com

Support for impacts of gambling

Ask Lion Directory: www.asklion.co.uk/gamblingsupport

Citizens Advice Bureau Nottingham	Information on benefits, work, money, housing, family, and immigration	citizensadvicenottingham.org.uk Debt enquiries – 0115 945 3989 Housing enquiries – 0115 945 3970 Consumer enquiries – 0808 223 1133 Universal Credit claim help – 0800 144 8 444 All other enquiries – 0300 330 5457
Nottingham Welfare Rights Service	Support for financial concerns and benefits advice	www.nottinghamcity.gov.uk/welfarerights 0115 915 1355 (Mon-Fri 8.30am - 4.50pm) welfarerights@nottinghamcity.gov.uk
Housing Aid, Nottingham City Council	Support for homelessness or risk of homeless	www.nottinghamcity.gov.uk/homelessness 0115 876 3300 housingaid@nottinghamcity.gov.uk Customer Hub, Loxley House, Nottingham, NG2 3NG
Nottinghamshire Mental Health Crisis	Thoughts of self-harm or suicide	www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis Help in a crisis 0808 196 3779
Nott Alone	Support for mental health	nottalone.org.uk/
Health and Wellbeing Hubs	Support with health and wellbeing	www.nottinghamcity.gov.uk/information-for-residents/health-and-social-care/health-and-wellbeing-hubs/
Juno Women's Aid	Support for domestic abuse	junowomensaid.org.uk/ 0808 800 0340 helpline@junowomensaid.org.uk
Nottingham Women's Centre	Support for domestic abuse	www.nottinghamwomenscentre.com/ 0115 941 1475 reception@nottinghamwomenscentre.com
Nottingham Recovery Network	Support for alcohol and substance use	www.nottinghamrecoverynetwork.com/ 0800 066 5362

Gambling Related Harm Strategy 2023-2028
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www.asklion.co.uk/gamblingsupport



Nottingham
City Council