Item 1

10th August 2023

Glasgow City Council

Wellbeing, Equalities, Communities, Culture and Engagement City Policy Committee

Report by Chief Executive

Contact: Anne Connacher, Organisational Lead (Public Health Networks), Public Health Scotland

Report of the Gambling Related Harms Multi Agency Group on progress to embed a whole systems approach to tackle gambling harms across Glasgow

Purpose of Report: To provide the Committee with an update on work to reduce gambling harms in the City.

Recommendations:

The Wellbeing, Equalities, Communities, Culture and Engagement City Policy Committee is asked to:

i. note this report

Ward No(s):	Citywide: ✓
Local member(s) advised: Yes ▪ No ✓	consulted: Yes ▪ No ✓

1. Background

Harm from gambling is caused by a complex interplay between an individual, a product and the environment. Anyone can experience harm from gambling at any time, but some people and communities are more vulnerable to harm than others. A wide range of social, economic, and environmental factors shape our individual experiences of gambling and the risks and harms associated with it. Gambling products are sold for profit by private companies within a global market. Strategies and policies are used by these companies to advertise and market their products and influence the policy landscape. Some gambling products and industry practices contribute to individual experiences of harm. Regulation of gambling is largely a matter reserved to Westminster. After a long awaited review of the primary legislation, the 2005 Gambling Act White Paper was published in April 2023. Further consideration of certain aspects of regulation will take place via consultations in the summer of 2023 and as parliamentary time allows.

Glasgow City Council "Recognise gambling harms as a public health issue" as outlined in its 2022-2025 strategic plan (Grand Challenge 1: Reduce Poverty and Inequality in our Communities, Mission 3: Improve the health and wellbeing of our local communities). This builds on the reinvigorated work from 2018 onwards following the 2014 cross party Sounding Board on the impact of fixed odds betting terminals, and the 2015 pilot of the MOSES scheme, recognising the gambling industry had moved on significantly from place-based outlets to online, but that nevertheless gambling harms continued to have a disproportionate impact on disadvantaged communities.

During 2018 -2019 the City Convener for Health and Social Care Integration, chairs of WECCE and General Purposes Committee met with the Gambling Commission, GamCare, the Scottish Government and the Scottish Public Health Network (ScotPHN) to raise and discuss their concerns. Dialogue continued with ScotPHN to scope an approach as to how the Council could take its concerns forward.

Of significance was the work of the previous Wellbeing, Empowerment, Community and Citizen Engagement August 2019 Development Day Session focused on Gambling and Public Health. Inputs from the Scottish Public Health Network presented findings from on preventing and reducing gambling harms within the city, whilst Glasgow University highlighted evidence of the clustering of "environmental bads" such as alcohol, fast food, tobacco and gambling outlets in more deprived areas of Glasgow, and evidence that links increased availability of health damaging goods and services is related to an increase in corresponding unhealthy behaviours.

Amongst other actions, it was agreed to support a whole systems approach to make treatment and preventative support more accessible and relevant; review the support available to council staff to take account of online gambling; and host a host a Gambling Summit bringing together people with lived experience, researchers, policy and decision makers across the UK with the view to share knowledge, identify best practice and advocate for legislative change.

In January 2020, the Council in partnership with Scottish Public Health Network (ScotPHN, now based within Public Health Scotland) established the Glasgow Gambling Harms Group, with representation from across the City Council family, NHS, third sector and academia, to provide strategic leadership, advice and support in the development, implementation, evaluation, and sustainability of a whole system

approach to preventing and reducing gambling harms in the City of Glasgow ('the Glasgow Project'). The 3-year pathfinder project was funded by a regulatory settlement authorised by the UK Gambling Commission, to support delivery of the National Strategy to Reduce Gambling Harms in Scotland and our National Public Health Priorities, by contributing to the evidence base around systems thinking and working. Progress reports were submitted to the WECCE in February 2021 and in November 2021.

The COVID-19 pandemic had a profound impact on the priorities and capacity of partners in the local system who were unable to contribute resource to a core working group to develop a project plan, including a strategic engagement plan that reflected the evolving local context.

Building interest in and capacity to tackle gambling harms, during an ongoing response to a global pandemic, proved challenging, despite recognition gambling was becoming even more of an issue during lockdown. Nevertheless, a Gambling Summit was held online in September 2021 prior to COP26 in November 2021, underlining the priority also being given to gambling harms by the City Government.

Meaningful engagement to build a shared understanding of gambling harms and potential solutions underpins the whole system approach. Participatory systems mapping was identified as a key activity to support the co-production, implementation and evaluation of a local action plan to tackle gambling harms in the City and a series of community conversations were held across the city.

Mapping exercises were undertaken with available partners to explore stakeholders and networks, existing actions and relevant intersectional policy areas, and scope available data. Stakeholders working with priority populations, in key service delivery settings and policy areas were the target of engagement. Informal meetings, presentations with discussion at strategic or network groups, surveys, interviews, focus groups, roundtable discussions, and seminars were hosted to engage as wide a range of stakeholders as possible in conversation to understand their experiences of gambling participation, risks and harms, and their priorities for action. The Health and Social Care Alliance (the ALLIANCE) were commissioned to engage directly with people with lived experience of gambling harms.

Engagement culminated in the aforementioned 2-day virtual Summit on gambling harms hosted by Glasgow City Council, with support from Public Health Scotland (PHS) and the UK Gambling Commission in September 2021. With a welcome provided by Bailie Annette Christie, Chair of the Wellbeing, Empowerment, Community & Citizen Engagement (WECCE) Policy Development Committee setting out the case for a one city and whole systems approach, and a keynote address from the Minister for Public Health, Women's Health and Sport, Maree Todd. Fourteen workshops were held (many led or co-facilitated by experts by experience) and fringe events including a UK All-Party Parliamentary Group (APPG) Gambling Related Harm evidence session, evidence session focused on Glasgow's work and experience. The Summit provided a vital space for the 200 registered delegates to share knowledge, insights, and ideas on tackling gambling harms in the time of COVID-19.

The system-wide discussions that took place over 2020-21 generated further interest. Whilst progress was made in some areas (suicide prevention, justice settings, and children and young people's services), it was limited in other areas (financial inclusion, education, housing, support, and treatment). For example, progress was

made in engagement with justice settings to understand thoughts, perspectives and experiences of gambling participation and harms through a number of listening and discussion sessions with Criminal Justice Social Work staff over 2021.

GCVS, COPE Scotland and local community activists were successful in mobilising community and third sector interest, widening stakeholder engagement, and creating opportunities to share and spread learning; in collaboration, GCVS and Glasgow City's HSCP co-hosted the first legacy event of the Summit on 28 October 2021, to better understand the needs of the third sector in creating a safer gambling city.

The Summit was successful in diversifying the involvement of people with lived experience with the welcome inclusion of voices from the Scottish Recovery Consortium. The Implementation Group for the Scottish National Strategy to Reduce Gambling Harms was exploring mechanisms to secure the meaningful participation of people with lived experience in future work in anticipation of the release of the White Paper.

PHS involvement

Budget

The ScotPHN team was successful in securing further funding, authorised by the UK Gambling Commission through a regulatory settlement to support the development, embedding and evaluation of a work programme including local and national work streams tackling gambling harm. This included the creation of two part-time fixed term posts within Glasgow City HSCP and GCVS with the aim of bringing operational capacity to the work. By early 2022, ScotPHN hoped to co-create tools and support the local systems leaders and key stakeholders to co-produce a local action plan to tackle gambling harms. For the project to fully achieve its potential, it was recommended that a multi-agency working group with the requisite permissions and resource to co-produce and own a local action plan should be formed.

The funding also supports the evaluation of the work streams and development of robust data to support local and national decision-making, strategy and policy. PHS is leading on these workstreams.

COSLA/SOLACE Pilots

The evaluation capacity within PHS contributed to complimentary work to the Glasgow project, led by COSLA/SOLACE in conjunction with the Gambling Commission, which sought to raise awareness of gambling harm in frontline staff within 4 local authorities and promote better compliance with the Gambling Act (2005) in the 4 local authorities through joint Gambling Commission and local authority licensing visits. Glasgow City Council was one of the pilot areas; it took part in CAS training, but was unable to participate in the visits. COSLA tabled a paper updating on the pilots and proposing further roll-out to the remaining 28 local authorities at the June 2023 meeting of the COSLA Community Well-being Board.

COSLA are collating the details of all the local authorities who expressed an interest in obtaining an opportunity for free staff training for their workforces from Citizens Advice Scotland (CAS). In addition, COSLA also asked the interest of those local authorities who wished to consider taking part in complementary activities with the Hartson Recovery Workshops. Glasgow has confirmed interest in both.

Tools

PHS also developed a Theory of Change in conjunction with GREO (the Gambling Research Exchange Ontario) and a systems map to guide and support the Glasgow project.

2. Glasgow City Council Gambling Workforce Support Policy

In August 2021, Councillor Allan Casey, City Convener for Workforce and Homelessness and Addiction Services took forward a review of Glasgow City Council's existing workplace policy, guidance and employee support processes as agreed at the WECCE Development Day. A Short Life Working Group was established with the remit of reviewing the existing Policy Statement on Gambling Addiction. The group gained valuable insight from a joint working approach with a wide range of interested stakeholders both internal and external to the council, including expert third sector partners. The group built upon the learning and success gained in reviewing and refreshing the Policy Statement on Alcohol and Drugs. The development of the updated Alcohol and Drugs Support Policy mirrors the approach and style of delivery applied to the updated Gambling Harms Support Policy.

Glasgow City Council had also committed to reviewing their addictions workforce support policies to include support for staff experiencing harm from gambling as an action from the Summit on Gambling Harms.

The Gambling Harms Support Policy was launched in September 2022 and recognises the harmful effects that gambling can have on an individual's personal life, work, performance and productivity. The new staff support policy is central to supporting staff health and wellbeing. A comprehensive framework of support and resources is available to support employees through an Employee Assistance Provider.

3. Organisation and Resources

In March 2022, GCVS appointed to a new part-time Development Worker post for a 12 month period to support the Glasgow Project gambling harms work with a particular focus on taking forward a small gambling harms community grant fund of £30,000.

At the end of April 2022, Glasgow City HSCP appointed a part-time Health Improvement Lead for a 2 year period to develop and implement the local action plan.

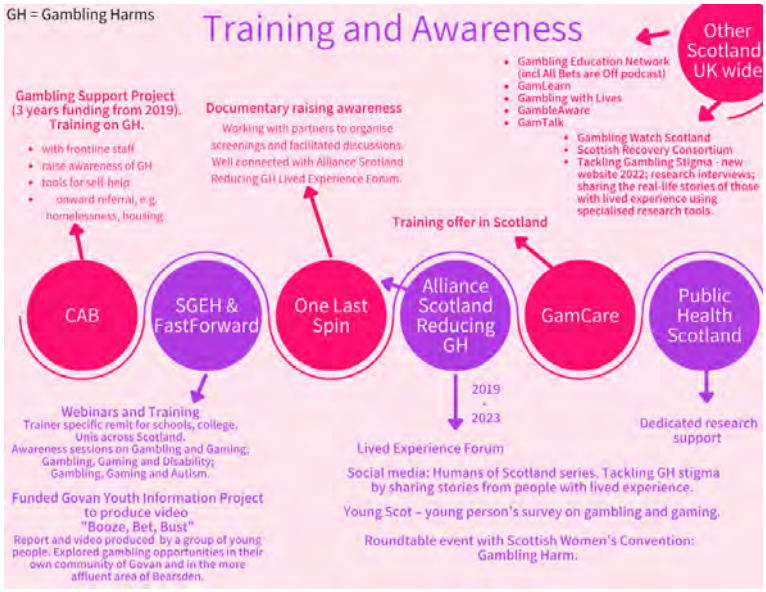
PHS provided evaluation support which has been embedded into the Glasgow Project from the outset.

The Multi Agency Gambling Related Harms Group was formed to lead the partnership development and implementation of the local action plan in early 2022 which was a key recommendation of the report to the WECCE in November 2021.

4. Understanding the Glasgow Landscape

To inform the development of the Glasgow project, a priority focus for both new posts was to engage with wider stakeholders involved in delivering gambling harms training, prevention and education and treatment and support to understand what was going on across Glasgow. Workshops were held with key stakeholders including Gamcare, FastForward and the Citizen's Advice Gambling Support Project to map activity and service provision and identify gaps and solutions.

Fig 1 example - Training and Awareness raising on gambling harms in Glasgow



Workshop sessions were followed up with individual meetings and conversations to further contribute to the mapping. The learning from the mapping exercise has been used to inform the development of the local action plan.

5. Current Position

Local Action Plan

Throughout 2022, a range of activity enabled the HSCP lead to develop an action plan on behalf of the multi-agency group:

- Engagement undertaken in 2022 by operational capacity;
- Meetings of the multi-agency group from its creation in March 2022 onwards;
- the refinement of the Theory of Change and systems map in conjunction with PHS; and
- A workshop of the multi-agency group (7 October 2022).

The Local Action Plan to Tackle Gambling Related Harms across Glasgow was published in March 2023. The local action plan sets out nine key actions focussing on:

- engaging with the wider community in understanding and raising awareness of gambling harms
- challenging shame and stigma

- increasing awareness of risks and harms amongst children and young people and focusing on the link between gambling and gaming
- building understanding of gambling participation and harms amongst those groups more at risk such as women, black and minority ethnic groups and homeless
- exploring opportunities to work in partnership to increase staff knowledge, capacity and confidence to ask the question about gambling harms and increase awareness of where to signpost for help and support
- working with those with lived experience to develop peer led approaches and informal support
- creating a community led movement for local action
- Building the evidence base and sharing the learning across Glasgow, Scotland and wider.

6. Gambling Harms Small Grant Fund

In November 2022, the Gambling Harms Small Grant fund was launched by the Development Worker at GCVS, inviting community groups and organisations to apply for funding to support community activity around gambling harms. The small grant fund is a key contributor to the implementation of the local action plan. Eight projects were funded through the small grant fund:

- Greater Govanhill CIC
- Growing 21
- Parkhead CAB
- Includem
- Simon Community
- South Community Recovery Community
- The Machine Zone
- The North West Women's Centre

A number of the projects focussed on priority groups and areas e.g. women, black and minority ethnic communities, suicide prevention.

The eight projects aimed to complete their activities by the end of March 2023. 6 out of 8 projects attended a learning and sharing event (May 2023) to provide the opportunity to showcase their work and share learning. The learning and evaluation from the projects is discussed further within the Glasgow Project evaluation at point 13.

7. Training Collaboration

Engagement with wider stakeholders identified that third sector providers struggled to engage with statutory services and wider partners to promote uptake of training on gambling harms.

An early action was agreed, as part of the implementation of the action plan, for the HSCP lead to collaborate and work in partnership to promote and cascade training on gambling harms. In November 2022, this began through a collaboration with the Citizen's Advice Gambling Support Project to offer training to Community Link Workers within GP Practices across Glasgow. Training was offered through three flexible sessions. Interest was also expressed in the training offer by the Health Improvement Lead for Financial Inclusion and further tailored training was provided to all Welfare Advisors and Managers as part of the Welfare Advisors Embedded GP Practice (WAHP) Service.

Discussions, as part of the Adult Stress Service contract monitoring with Lifelink identified an opportunity to deliver training to all Lifelink Counselling staff and this was delivered in June 2023. Lifelink have also added gambling to their screening process so that gambling harms as a presenting issue can be monitored.

The HSCP Lead has been instrumental in taking forward this collaborative approach to promoting and cascading training on gambling harms through utilising existing connections and by building new relationships and partnerships.

8. Criminal Justice Collaborative

Responding to the needs identified within the listening and discussion sessions with Criminal Justice Social Work staff in 2021, a paper was presented to the Criminal Justice Service Leads in August 2022 to share learning and propose a collaborative pilot project in partnership with Renfrewshire Community Addiction Team (RCA Trust) and the Beacon Counselling Trust. The proposal recommendations were agreed and adopted and two Social Work Team Leads identified to support the development of the pilot.

In October 2022, RCA Trust began delivery of the foundation level 'Bet You Can Help' training to Criminal Justice Social Work staff. As part of the training, staff are provided with a screening tool and clear pathway for signposting to treatment and support. The six hour, more developed Bet You Can Help training is being offered to managers as the pilot develops. The project incorporates training and awareness that responds to the gaps identified within the listening and discussion sessions:

- Staff lacked the confidence to raise the question about gambling harms.
- Concerns about asking the question and not knowing where to signpost for support and treatment.
- The hidden nature of gambling.

To date, 26 staff have completed the one hour 'Bet You Can Help' training and 10 staff have completed the full day 'Bet You Can Help' Level 2 RSPH Accredited training. The pilot has expanded outwith the original staff target group through an incidental opportunity which led to staff involved in foster care expressing interest in training for both staff and carers. Through this work, a surgery has been established within the Simon Community Argyle Street Hub on the first Monday of every month.

9. Children and Young People

The previous WECCE Chair brought together GCC Education Services and University of Edinburgh to see how we could inform their research project PRoGRAM-A - Preventing Gambling Related Harm in Adolescents. In turn, Education Services included questions regarding gambling and gaming in the Health and Wellbeing Census 2021-22.

S3, S5 and S6 pupils were asked if they had spent any of their own money on gambling activities in the last month. 25% of pupils said that they had spent some of their own money on gambling activities in the last month. The different types of gambling activities that pupils had participated in included private betting, fruit machines, lottery, placing a bet in a betting shop, gaming websites and bingo. The results of the survey will be used to understand the health and wellbeing needs of children at both a local, and national level, and help to improve the way children's services are planned and delivered.

A partnership approach is being taken forward to respond to the two actions within the local action plan that focus on children and young people. The Multiple Risk Task Group working across Health Improvement Teams is liaising with FastForward to include introductory training on gambling harms and training on the link between gambling and gaming within the Health Improvement Training Calendar. The Health Improvement Training Calendar is circulated to all Glasgow Schools and Youth Services. The aim will be to offer FastForward's training in a similar partnership way to how the Scottish Drugs Forum training is offered within the training calendar.

Additionally, NHSGGC's Board wide mental health team is working to include information on gambling harms and a link to FastForward's toolkit within the Aye Mind website which aims to equip professionals with the digital tools to support children and young people.

10. Gambling and Suicide

The hope is to align the gambling related harms action plan with Glasgow's Suicide Prevention Strategic Plan, as gambling is now recognised as a priority area in local and national strategies.

The Glasgow City Suicide Prevention Partnership has been working with partners across sectors to identify support needs for those at risk of suicide as a consequence of gambling and recommendations around training needs for staff who support people at risk. This work is still in the early stages, but has already gained valuable learning about collaborative working and is looking forward to the next steps.

Utilising the film, 'One Last Spin' as a frame to generate conversation and discussion, there will be a series of screenings and workshops delivered with professionals, frontline practitioners, and community groups operating in Glasgow across the gambling harm and suicide prevention landscape. These sessions will be supported by ASIST trained colleagues for safety and support if needed.

A final report will be shared that includes valuable learning from this process and recommendations for future practice.

11. Involvement of those with lived experience

The local action plan commits to engaging with those with lived experience to bring their voice to the development of the action plan and formulate solutions to gaps in support and to consider how we challenge shame and stigma e.g. the language that we use.

The Alliance is a partner within the Multi Agency Gambling Related Harms Group and leads the Scotland Reducing Gambling Harm programme, working directly with people with lived experience of gambling harm to support them to inform the National Strategy to Reduce Gambling Harms and to ensure the voice of lived experience informs policy change.

The Scottish Gambling Harm Lived Experience Forum hosted a round table event in March 2023 to explore the link between mental health and gambling. This event provided an opportunity to:

- Identify the issues people, services and organisations currently experience in relation to mental health and gambling harms.
- Explore and propose solutions.
- Contribute to the evidence base on both topics.

From analysing the feedback shared at the event, six themes emerged regarding mental health and gambling harms:

1. Difficulties accessing treatment and support
2. Limited data, research, and evidence
3. The need for a collective voice
4. The role of activism
5. The impact of stigma
6. The wider context

One the most prominent themes delegates raised was the need for treatment and support for those experiencing gambling-related harm.

Participants discussed in depth the limited support available in Scotland for people experiencing gambling harms. People with lived experience shared that often individuals do not know where to go to access support, when support is available, and that there is very limited choice. For example, for those experiencing acute and complex harms because of gambling, there is no free at the point of use residential or statutory support available in Scotland. People shared that most support often comes from small, third sector community-based organisations who conduct a peer support model, rather than embedded, well-resourced and accessible statutory treatment.

Currently, pathways to support are limited. Examples were shared that when people had the courage to seek support from their GP for their gambling addiction, often health and social care professionals had limited knowledge in how to support or signpost them to support organisations. This can have very negative impacts on an individual's mental health, by leading to feelings of loneliness, isolation, and self-stigma.

Key areas for action from the round table mental health and gambling event:

- Consistent screening for gambling harm across statutory services, the third sector, among organisations who support people experiencing gambling harm, or mental ill-health, or both.
- Implementation and monitoring of a holistic approach to supporting mental health and gambling harm.
- Statutory gambling harm treatment and support options in Scotland.
- Free at the point of use residential treatment and support options in Scotland.

Creative Project (commissioning, aims and objectives)

PHS and Glasgow City HSCP have jointly commissioned an arts based project to work with people with lived experience of gambling and gambling harm to develop composite stories of their experience. It is hoped this project will reach those vulnerable groups which have so far been hard to reach and understand their experience. Outputs should be available as a resource for wider use early 2024.

12. Data Development

National

PHS is developing surveillance of gambling harm. Currently scoping what routine data is available on gambling and harm and initiating data linkage with the Scottish Health Survey and routine data sets.

Local

PHS is supporting local work through the mapping of all land based gambling sites across Glasgow to understand the availability and clustering of premises in Glasgow's most deprived areas. This includes betting shops, arcades and bingo halls. It is hoped that this further adds to the evidence gathered by the MRC/CSO Social and Public Health Sciences Unit, highlighted at the 2019 WECCE Development Day, which used an innovative application of spatial cluster analysis. Learning from engaging with the small grant funded project being led by the NW Women's Centre, highlighted the issue of availability of lottery products, in particular, scratch cards, with concerns expressed about expanding availability at tills in discount stores. Similarly, the HSCP Lead for Alcohol Licensing is interested in availability of alcohol within deprived communities. This is a complex piece of work with the aim of mapping and gathering data in three stages:

- Land based gambling sites
- Lottery product availability
- Alcohol availability inc. shops and pubs

As there is a significant amount of data to collect and analyse, the aim will be to choose a small number of neighbourhoods to focus in on e.g. Parkhead. Information and data gathered will be used to support wider understanding of locality profiles and could be used by Licensing when impact assessments are undertaken. Information could also assist community organisations to create a community led movement for change.

A Masters in Public Health student at Glasgow University will be supported to develop a collaborative dissertation focused on how the environment affects gambling behaviour.

13. Evaluation and Learning

Systems Map – PHS has co-produced a systems map to build a shared understanding of the causes and consequences of gambling harm and find potential solutions in Glasgow. The finalised version will be available later in 2023.
Theory of Change model - the ToC articulates the different components of the 'Glasgow Project', the logical connections between them, and how the initiative will work in practice to achieve these goals.

Initial rapid evaluation – an evaluation of the whole system approach was undertaken to understand the challenges and success experienced in the project in 2022 and to inform the next stages especially as the additional capacity came into force.

Small Grant fund learning:

North West Women's Centre - A representative from the Scottish Illegal Money Lending Unit (SIMLU) joined the North West networking event at the Women's Centre as a panel member. The Centre Manager invited SIMLU to join the event knowing about the accessibility issue of products in deprived areas, and the regular purchasing of scratch cards and lottery tickets by women in the local community. The Women's Centre shared that one of the key outcomes of the funded event was that people were able to make links between gambling and illegal money lending; why communities are particularly vulnerable at the moment due to the cost-of-living crisis; and that people are very vulnerable to exploitation both legally and illegally. SIMLU shared that it takes roughly 2 years from a person first receiving money from an illegal money lender before they reach out and get support.

A direct result of this small grant activity is the partnership with SIMLU which led to the Women's Centre receiving funds for a pilot project. This will fund a new Financial Security Advisor post for one year. The Women's Centre shared that this will hopefully reduce the risk of an individual seeking financial support from an illegal money lender and/or empower people to be aware of the risks of illegally borrowing money.

It should be noted that this is one example where links were made between gambling and another social issue. As a result of the networking event and discussion about how interlinked gambling harms is, staff at the Women's Centre recommend that gambling harms should be in a combined format with other social issues such as: suicide/suicidal ideation; homelessness; the cost-of-living crisis; illegal money lending; and domestic abuse.

Discussion on access to and use of scratch cards in deprived areas was also raised in community workshops held by Growing 21 and Parkhead Citizen Advice Bureau. Personal reflections from individuals attending the funded gambling harms wellbeing course at Growing 21 included being surprised at the statistics of scratch cards and lottery; comparing their weekly spending on these products; and becoming aware of the habit of buying these each day with their morning rolls.

Greater Govanhill CIC – Through the learning from the community engagement on gambling harms taken forward with the support of the small grant fund, Greater Govanhill CIC identified some recommendations for further action with two examples below:

- Work with Glasgow City Council to suggest a limit or even ban the creation of new venues in communities at a higher risk of gambling harms, such as Govanhill.
- Community involvement to generate public pressure and support regarding licensing.

Simon Community – Prior to the small grant fund promotion, gambling harms was not a priority issue for Simon Community Scotland. They shared that although research would suggest that over 10% of people they support will have experience of gambling harms (either contributing to or as a consequence of their homelessness), they had not identified this harm. In their experience, gambling as a harm has not been seen or responded to as an issue by other homeless charities.

The Simon Community Scotland used the small grant fund to run a Homelessness and Gambling Harms networking event with the aim to find new connections and partnerships to change understanding, practice and directly impact on improving people's opportunities and support. Following the event in January 2023 and a new connection made with RCA Trust, a Gambling Harms Drop-In is run from the Simon Community Access Hub in Glasgow city centre on a monthly basis. Simon Community Scotland are also now working in partnership with FastForward and have secured funding for a Digital Worker in Gambling Harms who will progress training and awareness within the Simon Community's workforce. A future aspiration dependent on resources will be exploring the issue of stigma and support needed for women and gambling.

Training for third sector staff and volunteers - The Multi-Agency Group and all the small grant funded organisations acknowledged the importance of gambling harms training and awareness across staff and volunteer teams working with people in the community. In addition to the work in training collaborations mentioned in section seven, it has been recognised that work is needed to build on the awareness of gambling as a harm, and training in how to identify this with individuals; how to have a supportive conversation; and where to signpost for specialist support.

Examples of the benefits of training received via the small grant fund include:

- Staff and volunteers feeling confident and able to have conversations with people, leading to a referral to specialist support
- Gambling being identified as a harm due to changes in assessment process and support 121s, as a direct result of tailored training and awareness sessions
- Improved practice and support for adults, families, young people and children
- Frontline workers are better informed and able to utilise appropriate approaches within their trauma-informed relationship-based practice.
  Quote from staff member at South Community Recovery Network following training from GamCare:

  "The number of women involved in gambling was a surprise. I learnt about triggers for women, how they hide it, the stigma and shame. The knowledge has helped me to be more supportive to participants. I put one woman in touch with GamCare which I wouldn't have known about without the training."

Partnership working - An unexpected outcome of the overall small grant fund process has been the continued partnership working between the small grant applicants, and with external partners in Glasgow City. A few examples of this include:

- Small Grant fund applicant The Machine Zone used gambling harms documentary One Last Spin, developed by, and featuring people with lived experience, as a resource to raise awareness in local community settings and also as part of staff and volunteer training and development. The Machine Zone held a screening with Q&A at the Simon Community Scotland and The Women's Centre networking events, and 2 community screenings with Greater Govanhill CIC and Growing 21. They are also working in partnership with Includem and GCHSCP to develop a bitesize training course in gambling harms for third sector staff in Glasgow
- The Women's Centre and SIMLU
- Simon Community Scotland and RCA Trust
- All small grant fund applicants worked in partnership with at least one specialist gambling harms organisation (GamCare, FastForward, Citizens Advice Scotland, RCA Trust)
- Greater Govanhill CIC worked with community organisation Romano Lav to access insights form six anonymous interviews with individuals from the Roma community who have experienced gambling harms

Health inequalities - Many of the funded organisations identified how health inequalities drive gambling harms, especially in terms of the current cost of living crisis and the higher availability of gambling in areas of deprivation.

- Four funded organisations focused on their local community of Ruchazie, Parkhead, Maryhill and wider North West, and Govanhill.

14. Challenges and Opportunities

Gambling Act White Paper Review

The White Paper review of the Gambling Act 2005 was published in April 2023. The response from key stakeholders is that the White Paper is a step in the right direction. The Glasgow Project has experienced differing views on conflicts of interest in working with organisations funded by the gambling industry (via the voluntary levy currently in place) and this, has at times, acted as a barrier to engagement. The introduction of a statutory levy is therefore welcomed. The potential opportunity for Scotland to develop NHS Treatment and Support services is also welcomed amongst key partners and stakeholders as these services have recently expanded within NHS England to meet increasing demand.

Many of the recommendations within the White Paper are subject to further review and consultation and this is disappointing in terms of the urgency that is needed to act on tackling harm from gambling. The lack of regulation around gambling advertising and marketing is seen as a missed opportunity and there is concern about the exposure of children and young people and the normalisation of gambling which evidence suggests contributes to the likelihood of gambling participation. It is also disappointing that the link between gambling and gaming was not acknowledged within the White Paper and the increasing risks of 'pay to play' tactics such as skins and loot boxes.

Funding

Glasgow successfully secured funding to take forward gambling harm related work until early 2024 which has proven invaluable in coordinating and facilitating work. Funding ended for the GCVS Development Worker in March 2023. GCVS has extended this post using core funds with the hope that further funding is secured for this work. GCVS committed to continuing this work as it is clear that they have a role to play along with HSCP colleagues: in connecting groups and organisations; facilitating conversations; supporting relationship building to improve access to training and providing support to the Third Sector and those affected by gambling harms. All partners have agreed to work together to explore and secure future funding.

The proposed new UK statutory levy or regulatory settlement is a key opportunity for longer term funding and stakeholders are coming together in August to discuss potential joint responses to this and other elements of the White Paper.

15. Recommendations

Further consideration should be given to:

- Building relationships and developing areas not fully addressed within the action plan.
- Building on work started in the third sector including input from organisations with the ability to receive funding and contribute directly to the action plan e.g. a targeted second round of grant funded projects.
- Developing the initial mapping work with a focus on priority groups such as women, black and minority ethnic communities and those at risk of homelessness.
- Developing partnerships to promote a co-ordinated training offer to increase awareness of gambling harms.
- Working with Licensing with a view to reducing clustering of harmful products particularly in areas of multiple-deprivation. This would build on any roll-out of the SOLACE/COSLA pilots on licensing compliance.
- Addressing poverty and inequality through the dual lenses of gambling and Financial Inclusion, building on the experience of other local authorities (e.g. Birmingham)
- Incorporating more effectively the voice of lived experience, to assist with the implementation of the action plan.
- Promoting partnership working and using new resources such as One Last Spin, to raise awareness and encourage discussion about gambling harms and suicide.

- Utilising opportunities within local and national campaigns to develop gambling harms communications which challenge shame and stigma.
- Identifying and securing funding streams and human resource to embed the action plan in the operational activity of all partners across the system. Funding is required in the short term to ensure momentum is continued.

16. Policy and Resource Implications

Resource Implications:

Financial:	Potential exists for future possible funding to support if the proposed UK Gambling levy is enacted and actioned
Legal:	Licensing and other departments have the opportunity to continue advocating for Gambling legislation to address Scottish anomalies
Personnel:	Our workforce continue to benefit from our updated Gambling policy and could continue to benefit from training via the extension of the COSLA pilot we have participated in.
Procurement:	None

Council Strategic Plan:	Grand Challenge 1 – Reduce poverty and inequality in our communities Mission 3 – Improve the health and wellbeing of our local communities Commitment – Recognise gambling harms as a public health issue.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.	This work directly contributes to Outcome 10 "Glasgow City Council employees are supported to have improved mental and physical health and wellbeing". It also contributes to taking forward Outcome 6 "The importance of tackling social isolation and loneliness is recognised and prioritised through our work with partners" due to the evidence that these are determinants and symptoms of gambling harms.
What are the potential equality	Data suggests that women are more likely to be affected by gambling of others and men are more

impacts as a result of this report?	likely to be harmed by their own gambling. Young people are becoming increasingly exposed to harms via gambling and gaming. Tackling gambling harms effectively via our whole systems local action plan is fundamental to improving the health of Glaswegians and effectively tackling health inequalities.
Please highlight if the policy/proposal will help address socio-economic disadvantage.	11% of people living in the most deprived areas are at risk of having gambling problems, compared to 2% of people in the least deprived. Clustering of 'environmental bads' also increase these risks. Our city-wide whole systems local action plan is especially focused on preventing and reducing gambling harms in these areas