
PRESS RELEASE

GambleAware announces new partnership to monitor and provide better insight into the performance of National Gambling Treatment Service

- *The new contract will provide a clearer understanding of who is seeking help and support, where they are based across the country and whether they are able to easily access the treatment needed.*
- *The partnership will offer clarity on what type of support is required by different people and demographics, to inform the commissioning of treatment in the future.*

London, 4 July 2019: GambleAware has today announced a new partnership with data and analytics company, ViewItUK, to operate and manage the information system for the National Gambling Treatment Service.

As part of the new partnership, ViewItUK will be responsible for collating, handling and analysing the data of those who seek and are referred to treatment via GambleAware funded services; including the National Gambling Helpline and individual treatment centres across the country. The purpose of this is to better understand and monitor the number of people seeking help; the characteristics of those in treatment and the benefits and outcomes of the support people receive as part of the National Gambling Treatment Service.

The information will also provide greater detail for performance management and help identify areas for development across the network, as ViewItUK's expertise will enhance the scope to analyse the data. This in turn will inform clinical practice by providers and allow for public and Parliamentary accountability.

The new information system will be capable of providing detailed rounds of feedback. These results will be reaffirmed by checks and procedures akin to those that fulfil that function for the National Drug Treatment Monitoring System on behalf of Public Health England.

As a result of the assurance protocols operated by ViewItUK, there will be improved system oversight of the treatment for problem gambling whether delivered by the NHS or by the voluntary sector.

Marc Etches, Chief Executive of GambleAware, said:

"The decision by GambleAware to make an investment in data systems underlines our commitment to contribute to the delivery of the National Strategy to Reduce Gambling Harms which was launched by the Gambling Commission in April. The capacity to review data across the whole treatment network is vital to the commissioning and delivery of the National Gambling Treatment Service. This development will pave the way for additional improvements for people who use the services and for those who work in it."

ViewItUK Director, Dr Andrew Jones, said:

"We are delighted to be collaborating with GambleAware, a charitable organisation supporting the treatment of gambling addiction, through agencies targeting successful patient outcomes. ViewItUK data management, analysis and visualisation technology will generate vital information that will help GambleAware to provide comprehensive treatment and support services across the country for people with gambling-related problems."

The National Gambling Treatment Service provides treatment, free at the point of use, across England, Scotland and Wales. In 2018/19, 30,000 people received help from the National Gambling Helpline and 10,000 received treatment.

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About ViewItUK:

- ViewItUK Ltd is a University of Manchester start-up company, supported by GC Business Growth Hub, specialising in data management and analysis to provide a platform for simple reporting. The company originates from the team that provides National Statistics production and validation for National Drug Treatment Monitoring Service outputs on behalf of Public Health England.

About GambleAware:

- GambleAware is an independent charity (Charity No. 1093910) tasked to fund research, prevention and treatment services to help to reduce gambling harms in Great Britain. GambleAware is a commissioning and grant-making body, not a provider of services. For more information, please go to: <http://about.gambleaware.org/>.

- Guided by the [National Strategy to Reduce Gambling Harms](#), the charity's strategic aims are to: broaden public understanding of gambling harms, in particular as a public health issue; advance the cause of harm-prevention so as to help build resilience, in particular in relation to the young and those most vulnerable to gambling harms; and help those who do develop gambling harms get the support that they need quickly and effectively.
- GambleAware is wholly independent of the gambling industry and has robust governance arrangements to protect the independence of the services and research it commissions. The charity's commissioning plans are developed in collaboration with the Advisory Board for Safer Gambling (ABSG) and the Gambling Commission. These arrangements are underpinned by an 'assurance and governance framework' in place since 2012:
<http://about.gambleaware.org/media/1216/statementofintent.pdf>.
- GambleAware published a [5-year strategy](#) in November 2016, and in July 2018 published a [Strategic Delivery Plan](#) that sets out how the charity proposes to broaden the range of services and activities it funds, supports and works with between 2018 and 2020.
- The Responsible Gambling Strategy Board (now ABSG) estimated that GambleAware would require a minimum of [£9.5 million in voluntary donations in 2018/19](#) plus running costs to implement its commissioning plans.
<https://about.gambleaware.org/media/1932/quantum-of-funding-january-2017.pdf>
- For GambleAware to continue to meet its existing commitments and complete the successful delivery of its current two-year strategic delivery plan the charity will require a minimum of £10 million in the 12 months to 31 March 2020.
- GambleAware asks all those who profit from the gambling industry in Great Britain, whether or not they hold a licence from the Gambling Commission, to donate a minimum of 0.1% of their annual Gross Gambling Yield (GGY) directly to GambleAware. This voluntary donation-based system was agreed after the Gambling Act 2005 and is underpinned by the Gambling Commission's Social Responsibility Code Provision 3.1.1. (2).
- GambleAware is at the forefront of commissioning a National Gambling Treatment Service, working with the NHS and others to help direct people to the right intervention. GambleAware has commissioned specialist treatment for gambling addiction at Central & North West London NHS Foundation Trust since 2008 and in the summer of 2019 a second specialist clinic is opening in collaboration with Leeds and York Partnership NHS Foundation Trust.
- GambleAware also commissions treatment in a residential setting via the Gordon Moody Association. And for those who need less intensive treatment, there is a national network of providers, led by GamCare.

- In 2018/19, 30,000 people received advice from the **National Gambling Helpline (0808 820 133)** and 10,000 people were treated. The National Gambling Helpline in both its telephone and on-line platforms, is open from 8am to midnight, seven days a week for self-referrals.
- GambleAware also runs the website [BeGambleAware.org](https://www.begambleaware.org) which helps 2.7 million visitors a year, and signposts to a wide range of support services.