

National Gambling Support Network

Whether you're looking for support for yourself or for someone you care about, the National Gambling Support Network (NGSN) is here to help.





The National Gambling Support Network (NGSN) is a network of organisations across England, Scotland and Wales. They provide free treatment, advice and support on a range of gambling-related issues.

Support is available for anyone experiencing gambling harms, as well as for family and friends affected by someone else's gambling.

How the NGSN can help

- **Accessing the right support:** With providers across England, Wales and Scotland, the NGSN can help you find the right local support tailored to your individual situation and preferences.
- **Flexible, tailored support:** Support will be offered to help you make a plan tailored to your needs but just like any journey, that route can change. The NGSN has a wide range of services and will be there to guide you at every step.
- **Judgement-free support:** Staff and counsellors across the NGSN providers are trained in supporting people experiencing gambling harms and many have lived experience of gambling harms themselves.

Types of treatment the NGSN offers

There are lots of support options available through the NGSN. Trained staff will work with you to find the one that's right for you within a judgement-free environment.

There are national and regional providers that together cover the whole of England, Scotland and Wales. Included within this are a range of

services designed for specific communities or groups, such as women-only services.

Some types of support available through the NGSN include:

- **Therapy and counselling:** Therapy sessions are one of the support options available through the NGSN. These sessions might be one-to-one treatment or group sessions with a qualified practitioner. Sessions might be face-to-face or online depending on the services offered by your local providers.
- **Peer support:** This service provides the option to speak to trained peer support workers who have overcome gambling harms of their own. Sessions are available in one-to-one settings or as part of a group.
- **Residential centres:** If you feel you need to go to a residential centre, you'll need to check in for a period of time. Treatment is free, but you might need to pay towards the costs of your stay. Do not let that stop you from getting in contact. Each provider can help you work through different options to get you the right support.

How effective has the NGSN been?

- ✓ 10,754 people found support and treatment through the NGSN in 2024
- ✓ Over 110,000 people supported since the NGSN launched in April 2023
- ✓ On average, people seeking support for issues with gambling were offered a first assessment within two days
- ✓ 95% of those who completed treatment saw improvements in the level of gambling harm they were experiencing
- ✓ Self-referrals directly into provider services has increased by over 50% since the NGSN launched

Contacting the NGSN

Whether you're looking for support for yourself or for someone you care about, the NGSN is here to help. There are providers based across England, Scotland and Wales so you can access support close to you.

You can also speak to an advisor from the National Gambling Helpline who will help find the right support for you. The National Gambling Helpline is operated by GamCare and offers:

- **Free and confidential** support for all adults in Great Britain
- **Trained staff** available to help anyone affected by gambling harms
- **Support 24 hours a day, 7 days a week** via phone or live chat

Call the National Gambling Helpline on
0808 8020 133



Find support in your area using the GambleAware service finder

gambleaware.org/tools-and-support/support-in-your-area

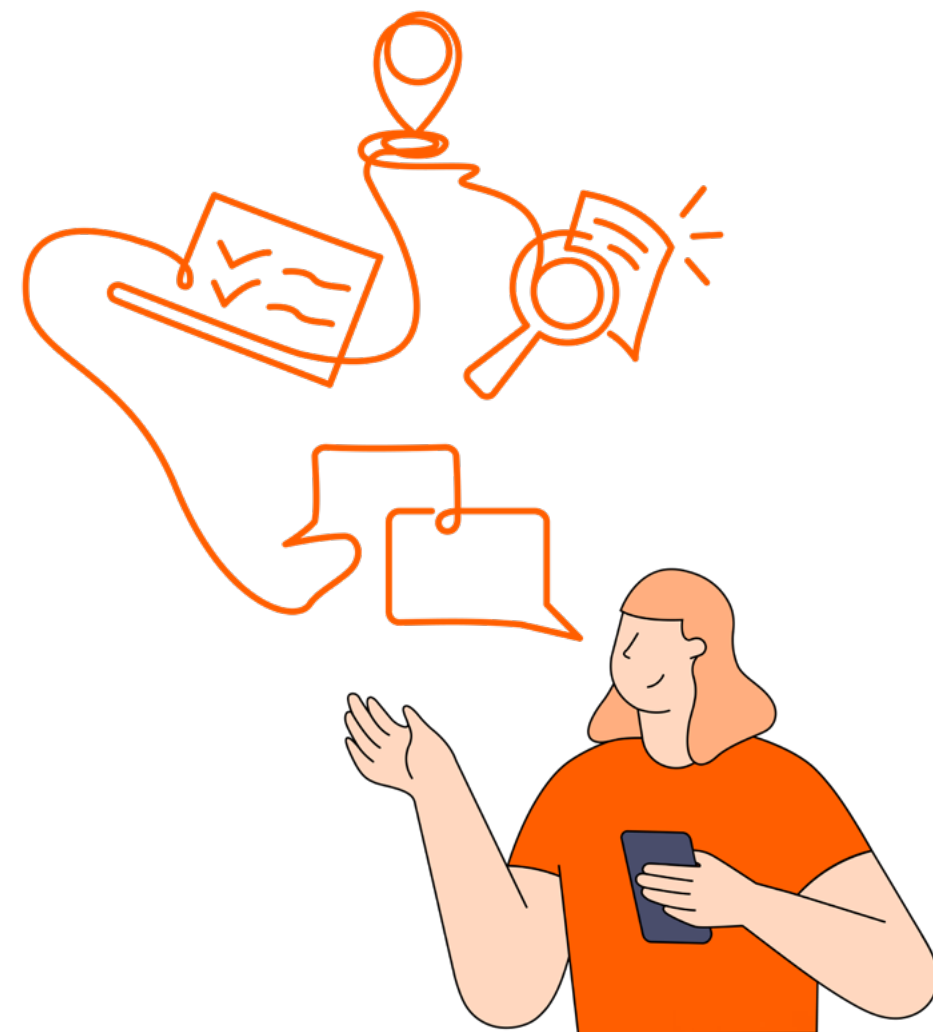
For NHS support, please use the **service finder** to locate the appropriate services and contact details.

Contact an NGSN provider using the details in this booklet



You can find out more about the National Gambling Support Network on the GambleAware website:

gambleaware.org/tools-and-support/national-gambling-support-network



Find the right support in your area



Find out more about the support available from all the NGSN providers

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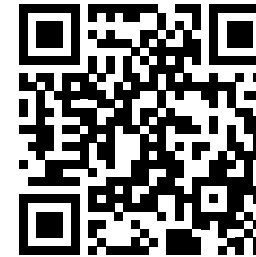
Adferiad is a **national provider** of support for people experiencing gambling harms.

What services does Adferiad offer?

- **Initial assessment**
- **One-to-one sessions** with a practitioner
- **Group sessions**
- **Family therapy**
- **1hr training session for women** to raise awareness of gambling harms
- **Weekly drop-in sessions for women** experiencing gambling harms
- An initial stay, if required, at Hafan Wen, a **medically managed detoxification unit with 24/7 staff**
- **4 week residential stay** at Parkland Place, which offers a therapeutic rehab programme to address gambling addiction
- **6 week aftercare programme**

Call Adferiad on
0149 2203 421

info@parklandplace.co.uk



parklandplace.co.uk

-  @parklandplace
-  @parkland_place
-  @parkland_place





Aquarius is the NGSN provider for those affected by gambling harms across the **West Midlands, West Mercia, Staffordshire, and Stoke**, offering free, confidential, and tailored support for individuals and their communities.

What services does Aquarius offer?

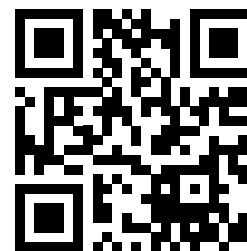
- **Support for individuals:** One-to-one, personalised support for those facing gambling problems
- **Support for family and friends:** Confidential support for those affected by someone else's gambling
- **Weekly online support groups:** Separate groups for men and women, providing a safe, confidential space to share experiences

Outreach and community engagement

- Aquarius raises awareness and promotes support services through training, team talks and information stands
- **Criminal Justice Programme:** Specialist support for individuals in prison or on probation affected by gambling
- **Play Smart with Aquarius:** Tailored interventions to help young people recognise gambling risks and make safer choices
- **Training for young people:** Bespoke training to raise awareness in schools and youth settings

Call Aquarius on
0300 4564 293

headoffice@aquarius.org.uk



aquarius.org.uk



@AquariusCharityUK



@aquariusyoungpeople



@aquarius-charity-uk





Ara recovery for all is the NGSN regional provider for **Wales and South West England** for those affected by gambling-related harm or those affected by someone else's gambling.

What services does Ara recovery for all offer?

Free and confidential assessment, support and treatment for those experiencing gambling-related harms, or affected by someone else's gambling. This support can be delivered face-to-face, online or by telephone.

Ara recovery for all provides online recovery management workshops to ensure that recovery lasts, including peer support through its lived experience partners within the NGSN.

- **Training** - Ara recovery for all provides free training to organisations and professionals to help with increased awareness, knowledge and skills, to identify, support and refer individuals experiencing gambling-related harms, including those from the criminal justice, Armed Forces and ethnic minority communities
- **Workplace charter** - Ara recovery for all provides free training to organisations to better support their workforce, including support to develop workplace policies related to gambling harms and how to refer colleagues for support

- **Ahead of the Game**, an Ara recovery for all project, exists to empower young people with the knowledge and confidence to recognise gambling harms and make informed choices. Ara recovery for all provides free education, practical tools and expert guidance to schools, youth organisations and families across Wales and the South West — helping to safeguard young people from gambling-related risks.

Call Ara recovery for all on

0330 1340 286



recovery4all.co.uk

-  @ararecoveryforall
-  @ararecoveryforall
-  @ararecoveryforall





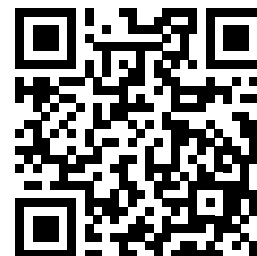
Beacon Counselling Trust offers free gambling-related harms support and education in the **North West**.

What services does Beacon Counselling Trust offer?

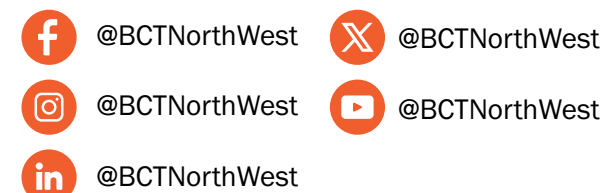
- **Support** for those at risk from or experiencing gambling harms, or those affected by someone else's gambling behaviour
- Long-term recovery options including **peer support** and **Trek Therapy**
- **'Bet You Can Help'** educational programme to support professionals. This will raise awareness, help identify gambling-related harms and support people into treatment. Provision of specialist content for key target groups across the criminal justice system, Armed Forces community and diverse communities.
- **'Sometimes It's More Than a Game'** programme providing free workshops for young people aged 10 to 21 alongside sessions for parents and carers
- **'Workplace Charter to Reduce Gambling-Related Harm'** to assist employers with developing frameworks and policies to support staff in the workplace
- Giving lived experience a voice with the **'Lived Experience Alliance'**
- **Armed Forces Gambling Support Network Programme**, led by Beacon Counselling Trust, provides **free** gambling-related harms training for professionals supporting the Armed Forces community, and **free and confidential** specialist treatment and support for any currently serving personnel or veterans who may be experiencing gambling-related harms

Call Beacon Counselling Trust on
0151 2260 696

support@beaconcounsellingtrust.co.uk



beaconcounsellingtrust.co.uk





Betknowmore UK provides support for those experiencing gambling harms, including affected others, **across Great Britain**, with its services combining lived experience and evidence-based therapeutic approaches.

What services does Betknowmore offer?

A specialist provider of peer-led and community outreach support and training services, Betknowmore UK provides three services as part of the NGSN:

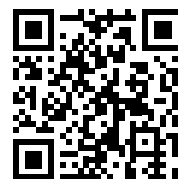
- **Peer Aid** - a service where individuals harmed by gambling receive support from Peer Supporters, who themselves have fully recovered from gambling harms and have received City & Guilds assured training
- **New Beginnings** - a unique service, co-designed by women for women experiencing gambling harms, combining bespoke one-to-one and group support, facilitated by women with lived experience
- **Gambling Outreach and Living Support (GOALS)** - this service enhances community resilience to gambling harms by working with local authorities, statutory and voluntary partners to deliver strategic and operational activities (e.g. strategy workshops, training and drop-ins), while partnership with the Primary Care Gambling Service provides an integrated pathway of support and aftercare

Betknowmore UK provides a variety of training sessions and workshops aimed at raising awareness of gambling harms. These initiatives include tailored support for the Armed Forces community and Black communities, as well as:

- **Worksafe** - Continuing Professional Development (CPD) accredited training to prevent gambling harms in the workplace, ensuring employers protect their business and support the mental, physical and financial wellbeing of their employees
- **'Bet You Can Help'** - gambling harms awareness training accredited by the Royal Society for Public Health, and designed to equip staff teams working in the community with the knowledge and skills to tackle gambling harms
- **Local authorities** - comprehensive strategic and operational services, tailored for the needs of their local communities

Call Betknowmore UK on
0800 0418 449

referral@betknowmoreuk.org



betknowmoreuk.org



@betknowmoreuk



@betknowmore



@betknowmoreuk



@betknowmore-uk



Search Betknowmore wherever
you listen to your podcasts



Breakeven

Breakeven is the provider for those affected by gambling harms in the **East of England, Sussex, Kent and Medway.**

What services does Breakeven offer?

- **Support** for the person affected by gambling harms, or affected by someone else's gambling behaviour
- **Weekly drop-in** online support group for women who gamble and for women affected by someone's gambling (WINGS)
- **Aftercare groups** for those who have successfully stopped gambling and require extra supported learning following treatment (Green Shoots Recovery, and the Growth Hub)
- **Peer Support** from a Breakeven counsellor who uses their lived experience to inspire hope for those starting and continuing their journey of recovery
- **'Bet You Can Help'** educational programme to support professionals. This will raise awareness, help identify gambling-related harms and support people into treatment. Provision of specialist content for key target groups across the criminal justice system, Armed Forces community and diverse communities.
- **No waiting list** - Breakeven will see you promptly, with initial contact typically made within one day

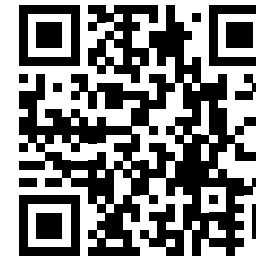
Breakeven produces a podcast where a series of guests discuss their experience with gambling-related harm.



@BreakevenGC

Call Breakeven on
01273 833 722

info@breakeven.org.uk



breakeven.org.uk



@BreakevenGC



@BreakevenGC



@BreakevenGC





EPIC Restart Foundation is a **national charity** built on lived experience. It supports people to rebuild positive lives after gambling harm, whilst raising awareness and challenging stigma.

What services does Epic Restart Foundation offer?

- **Early recovery coaching** - Supporting people right at the start of their recovery journey, ensuring they have the autonomy to make decisions that are right for them
- **Long-term recovery coaching** - One-to-one online support and residential workshops, helping people to set and achieve goals and build the tools they need to maintain recovery and rebuild a positive life
- **Personalised support for women** experiencing gambling harm and for people affected by someone else's gambling
- **Online community** - A safe and engaging space dedicated to providing resources and events to support long-term recovery
- **Lived Experience workshops** - Raising awareness and educating others through sharing EPIC Restart Foundation's lived experience, highlighting routes to support and collaborating with others

info@epicrestartfoundation.org



-  EPIC Restart Foundation
-  @EPICRestartFoundation
-  therecoverytoolkitpod
-  The Recovery Toolkit Podcast
-  The Recovery Toolkit Podcast



epicrestartfoundation.org

-  @epicrestartfoundation
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GamCare provides free, flexible treatment services via phone, video call, or in person for adults across **London, South East, East Midlands, Yorkshire & Humber, and Central Scotland.**

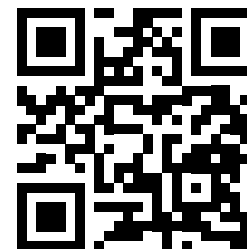
What services does GamCare offer?

- **Support** for people who gamble and affected others, including friends and family members
- **Fast access** - first contact made in an average of **2.1 days after referral**
- **Person-centred care** focused on your wellbeing and safety, and understanding your goals, without fear of judgment
- **Evidence-based therapies** including Cognitive Behavioural Therapy (CBT) and motivational interviewing
- **One-to-one treatment and group sessions** delivered by phone, video call or in person - preparing for change
- **Ongoing recovery support** with aftercare, relapse prevention and peer-led programmes
- **Financial support** including budgeting help and GamCare's Money Guidance Service
- **Referrals** to specialist services, such as NHS Gambling Clinics and residential treatment providers

87% of clients completed their treatment successfully
100% would recommend GamCare to someone else

Call the National Gambling Helpline on
0808 8020 133

help@gamcare.org.uk



gamcare.org.uk





Gordon Moody is the **UK's** leading charity dedicated to supporting individuals severely affected by gambling-related harm. Gordon Moody provides intensive, evidence-based treatment within safe, therapeutic residential environments, helping people rebuild their lives and achieve long-term recovery.

What services does Gordon Moody offer?

Gordon Moody offers a comprehensive range of **free**, specialist treatment services designed to meet the complex needs of individuals and families, including:

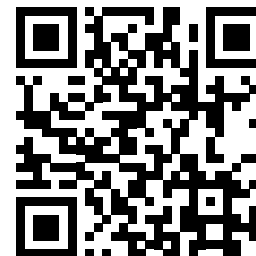
- **Men's Residential Programmes** - structured, immersive support in dedicated treatment centres (6 weeks)
- **Women's Residential Programme** - a pioneering, trauma-informed service tailored specifically for women (6 weeks)
- **The Retreat and Counselling Programme** - a blended model combining remote therapy with residential care for those needing flexibility and safety
- **Support for affected others** - bespoke guidance and therapeutic support for family members and loved ones impacted by someone else's gambling
- **Gambling Support First Aid** - training and awareness-raising sessions aimed at breaking down stigma, increasing understanding and building community resilience

Gordon Moody is committed to inclusion and accessibility, actively engaging with underrepresented and minority communities to ensure its services are culturally responsive and sensitive to individual needs. By tackling barriers such as stigma, language and social isolation, Gordon Moody empower people from all backgrounds to seek help and begin their recovery journey.

At the heart of everything Gordon Moody does is a compassionate, non-judgmental approach that creates space for healing, growth and lasting change.

Call Gordon Moody on
0138 4241 292

help@gordonmoody.org.uk



gordonmoody.org.uk



@GordonMoodyOrg



@GordonMoodyOrg



@GordonMoodyOrg



NECA Gambling Services

NECA provides free, confidential advice and support in the **North East, Yorkshire & Humber**.

What services does NECA offer?

- Support **tailored** to individual's needs
- **One-to-one** and **group** support
- NECA facilitate **referrals** where appropriate and works in partnership with local services
- Appointments available **face-to-face**, virtually and via telephone
- A wide range of **free awareness and prevention sessions** to professionals and wider community groups - NECA provides individuals and organisations with the tools to identify gambling-related harms while supporting clear referral pathways into its services

Call NECA North East on

0191 5623 309

gambling.northeast@neca.co.uk

Call NECA Yorkshire & Humber on

0142 3740 723

gambling.yorkshire-humber@neca.co.uk



@necacharity



@neca_gamblingsupport



@necacharity



To access NECA's services you can make a direct referral online via QR or visit below

neca.co.uk/neca-gambling



NECA Empowering Youth

NECA Empowering Youth provides free, prevention and education services in the **North East**.

What services does NECA Empowering Youth offer?

Increasing awareness of gambling-related harms and young people, and the support that is available.

- **Workshops for young people** from age 10 up to 25
- **Continuing Professional Development (CPD) accredited training** for all professionals working with or supporting young people
- **Awareness sessions** for parents/carers

Call NECA Empowering Youth North East

0191 4146 446

empoweringyouth@neca.co.uk



For more information, visit

neca.co.uk/gambling-education-training



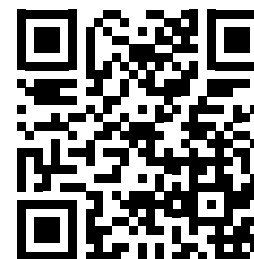
RCA Trust is the main support provider for gambling-related harms in **Scotland**.

What services does RCA Trust offer?

- **One-to-one free and confidential support** for anyone directly and indirectly impacted by gambling harms
- **Awareness raising sessions** for anyone in need of some education and prevention work around gambling harms
- **‘Bet You Can Help’ gambling-related harms training programme** - this course uses a public health approach, it is relevant to anyone that wishes to improve their understanding of gambling-related harms and their impact on the individual, their loved ones and wider society
- **RCA Trust is part of the Armed Forces Gambling Support Network** - RCA Trust has a project specifically funded for supporting the Armed Forces community when it comes to the impact of gambling harms on individuals and loved ones
- **Workplace Charter to reduce gambling harms:** RCA Trust will support organisations in implementing a gambling support policy for employees

Call RCA Trust on
0141 8870 880

info@rcatrust.org.uk



rcatrust.org.uk

 @RCATrust

 @RCATrust

 RCA Trust (podcast)



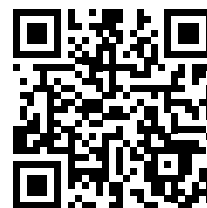


Reframe Coaching is a **national** Lived Experience Recovery Organisation (LERO) providing remote peer support, by the power of Recovery Coaching, to individuals who have been affected by gambling.

What services does Reframe Coaching offer?

- **Support** at any stage of your recovery
- **One-to-one Recovery Coaching** delivered by individuals with lived experience
- **Weekly support groups** including **Mindfulness, Recovery, Affected Others and Women's Only**
- **Workshops** to help explore a specific topic such as **Self Care, Mindset, Values and more**
- **All of Reframe Coaching's Recovery Coaches are qualified** to its training standard but also have their own lived experience of being affected by gambling
- **Online Recovery Portal**, with various courses to help support recovery, including the **Life After Gambling programme**, mindfulness practices, emotional freedom techniques and breathwork
- Reframe Coaching is a proud **member of the College of Lived Experience Recovery Organisations (CLERO)**

support@reframecoaching.org.uk



reframecoaching.org.uk



@coachingreframe



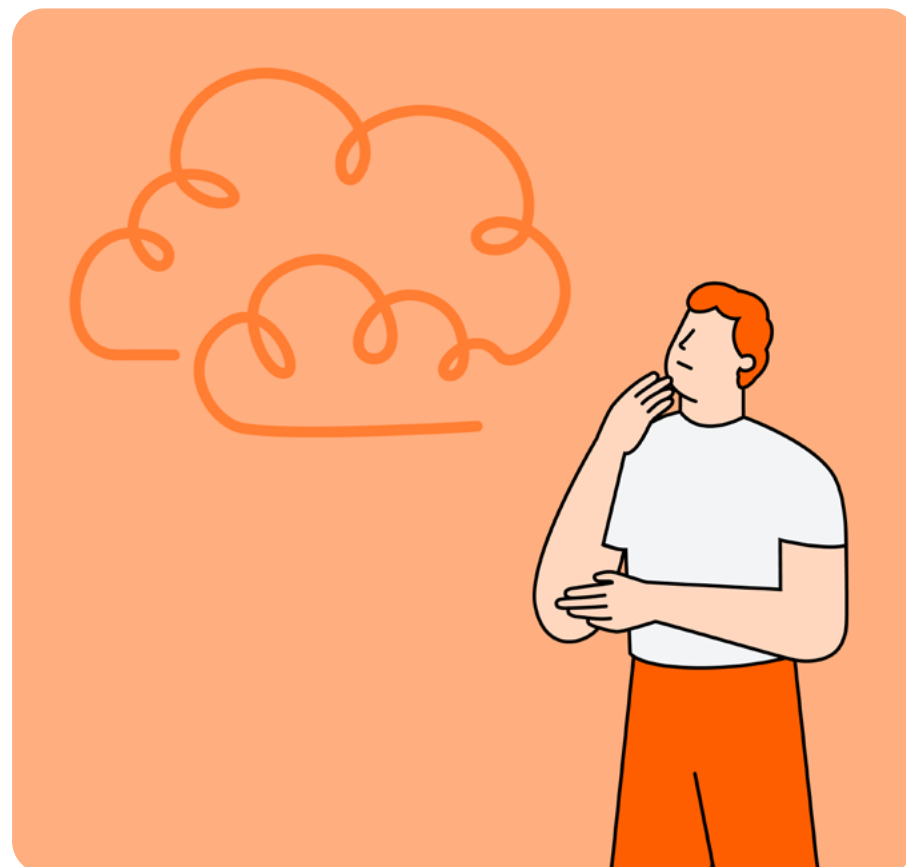
@coachingreframe



@coachingreframe



@reframecoaching





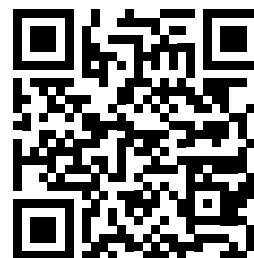
The Primary Care Gambling Service (PCGS) is a **nationwide** treatment provider for adults experiencing gambling harm.

What services does PCGS offer?

- PCGS provides **holistic support** to those experiencing gambling harms, considering a patient's psychological, physical and social needs as well as their gambling behaviour
- PCGS takes a **multidisciplinary approach** to treatment to empower patients and ensure they receive the appropriate care
- PCGS offers **one-to-one care and group support sessions**, including men-only groups, women-only groups, mixed groups and neurodivergent group sessions designed for those with ASD (autism spectrum disorder) and ADHD (attention deficit hyperactivity disorder)
- Support is also available for affected others **impacted by someone else's gambling**
- **Aftercare planning** is performed from the start of treatment, with regular reviews up to 12 months after treatment finishes to reduce the risk of relapse
- Since 2022, PCGS has **collaborated with the Royal College of General Practitioners** to deliver a programme designed to improve early identification and management of people at risk of gambling harms, comprised of training courses, practice accreditation and the Gambling Harms Hub

Call The Primary Care Gambling Service on
0300 0300 111

lamccg.admin.pcg@nhs.net



primarycaregamblingservice.co.uk



@NHS_PCGS



@NHS_PCGS



@nhs-pcg.bsky.social

