

SSOC

spoken impact of Gamb

'Guilty by Association'  
Audience Satisfaction Survey

# Summary Report

March 2021

in the UK between six to ten people  
by another person's harm



## Promoting the voice of 'affected others'

The 1st UK National Conference - initiated by those with  
who have been affected by gambling harms - FREE OF CHARGE  
Contributions from service users, treatment providers  
Join the conversation, make a difference...

**FEBRUARY 26TH, 10AM - 12PM**  
**REGISTER AT [WWW.EVENTBRITE.COM](http://WWW.EVENTBRITE.COM)**

Prepared By:  
Beacon Counselling Trust

# 01 The Conference

The Unspoken Impact of Gambling Related Harms  
Online Conference 26.02.21



The 1st in the UK to be initiated and structured by those with Lived Experiences, seeks to put the issues concerning those affected by another person's harmful gambling at the top of the agenda, with the overshadowing direction of profiling the needs of 'Affected Others'...



It is estimated there are over 400,000 harmful gamblers in Britain today and various research suggests that for every one of those gamblers, a further six to ten people may be additionally and directly affected by various forms of gambling related harms (GRH). These are often known as 'Affected Others'.

[Conference Recording: Click here to view](#)



# Partnership Involvement

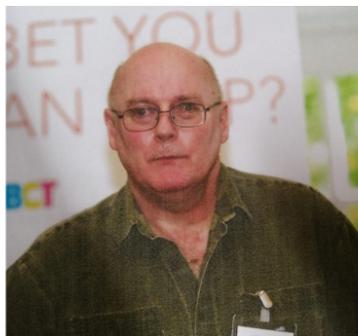
# 02



- Gambling Harms North West Alliance
- ARA Recovery for All
- Lancashire and South Cumbria NHS Foundation Trust
- Beacon Counselling Trust
- Gamcare
- The Gambling Commission
- Gambling Research Exchange Ontario
- Victorian Responsible Gambling Foundation



# 03 Our Speakers



**Gambling Harms**  
*North West Alliance*

## Lived Experience Group Speakers

Terry Kilgariff – Chair, Gambling Harms North West Alliance  
Nicola – Lived Experience, a Partner's perspective  
Jackie – Lived Experience, a Mother's perspective  
Spencer – Lived Experience, a Son's perspective  
Najrana – Lived Experience, a Partner perspective, BAME context

Facilitated by Graham England, CEO, ARA Recovery for All and Terry Kilgariff, Chair, Gambling Harms North West Alliance, with a host of other National and International Speakers, with Lived Experience at its heart, and Lived Experience as a force for change.



## Our Professional Speakers



Sir Mark Hendrick MP – Labour & Co-operative Preston  
Neil Platt – Clinical Director, Beacon Counselling Trust  
Anna Hemmings – Chief Executive Officer, Gamcare, UK  
Tony Clarkson – Principal Clinical Advisor, Victorian Responsible Gambling Foundation  
Helen Rhodes – Programme Director Safer Gambling, Gambling Commission, UK  
Jess Voll – Health Promotion and Evaluation Specialist, Gambling Research Exchange Ontario



# Conference Satisfaction Survey Summary

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## Overview

- Total conference registrations 351
- Total conference page visits on Eventbrite 2830
- Total conference audience in attendance 236
- Total number of participants providing post conference feedback n=119 (50.4%)



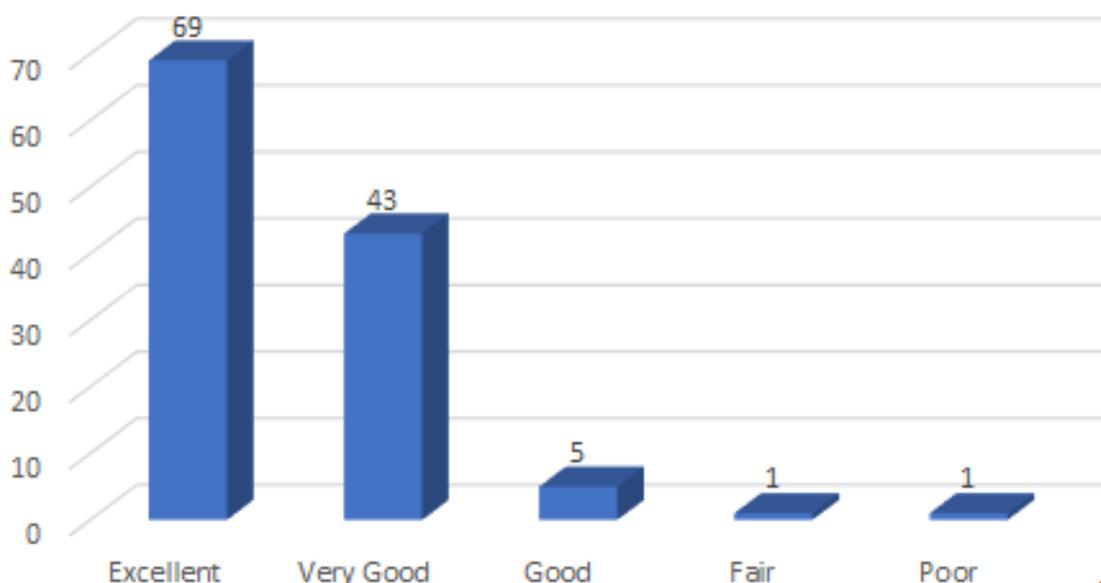
## Findings...

### Audience Feedback

#### 1. How did the audience rate their overall experience of the event...

The views of the conference audience who complete the post webinar evaluation demonstrated that the participants found the conference a positive experience overall with respondents providing a combined figure of 112 (93%) rating the event as very good to excellent (see figure 1). A further five people (4%) indicated the event as being good and only two people (2%) providing a fair – poor evaluation.

Fig 1. How the audience rated the event overall

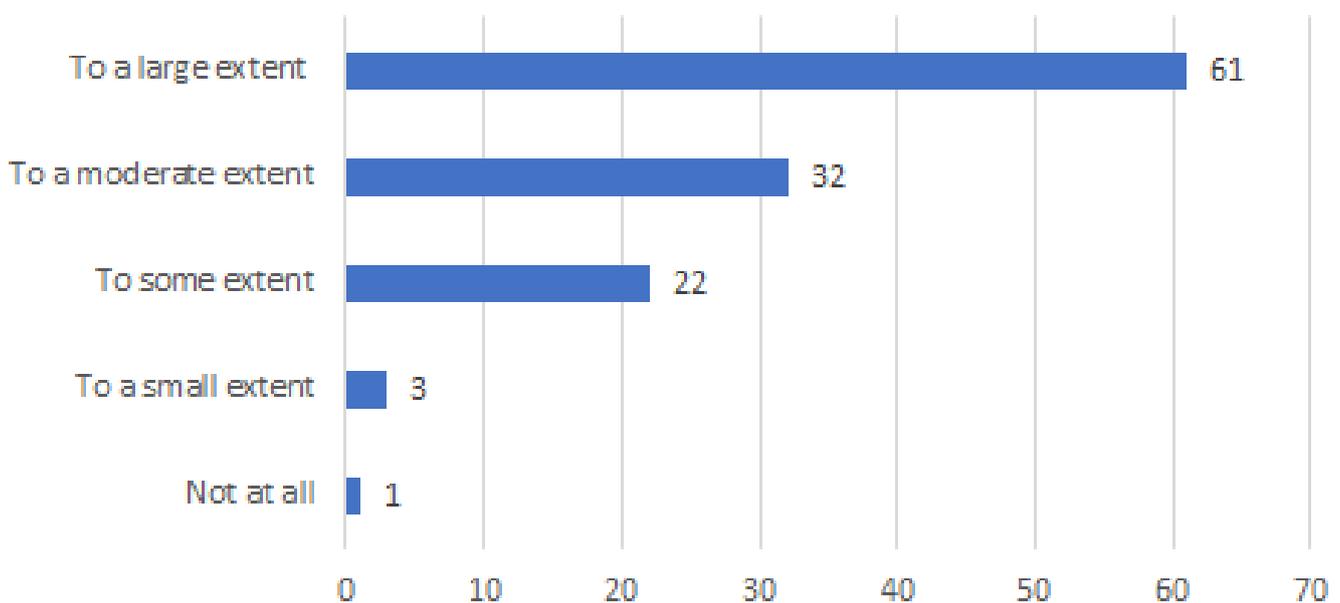


# 05

## 2. How did the audiences understanding of how gambling related harms impacts on 'affected others' increase...

Evaluations for the audience members who provided feedback on how their understanding had increased concerning Gambling Related Harms (GRH) and the impacts on 'affected others' found that 51% (n=61) had increased their understanding of dramatically to a large extent through their attendance (see figure 2). A further 32 participants (26%) reported that their understanding has increased moderately, 22 (18%) revealed this had increased to some extent and only four respondents (4%) felt their understanding had changed very little to non.

**Fig 2. How much has your understanding concerning 'affected others' increased for attending this conference?**



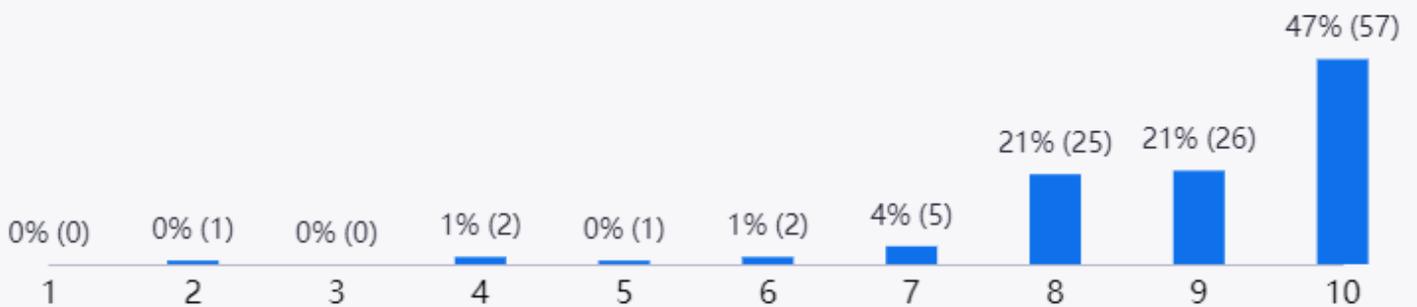
*"Hearing those with real lived experiences from different positions made it clear and easier to relate to."*

# 06

## 3. How useful did participants experience the event...

When asked how useful the audience found the event based on a scale rating of 1 (not useful at all) to 10 (extremely useful) evaluation survey showed that 108 (89%) provided a high rating of between 8 and 10 indicating that the majority of participants valued the content of the conference and its speakers' contributions. Only three respondents (1%) gave a rating of less than 5 in terms of how useful they found the event (see figure 3).

Fig 3. participants ratings on event usefulness



*"The lived experience speakers were very powerful in their speeches. It was interesting to gain an understanding of how other countries are looking at this topic as well..."*



*"Incredibly emotive and informative."*

# Participants comments 07

## What our audience said...

*"Thank you for a truly insightful webinar today."*

*"The lived experience speakers were incredibly brave, honest, and powerful in how they spoke today."*



*"The voices of those affected by gambling harms really DO need to be heard. The powerful, evocative, lived experience speakers' stories could not have demonstrated this more clearly. They are the innocent people, branded 'Guilty by Association'? Except they are quite the opposite and it's time to help them! However, actions speak louder than words..."*

*"Good to hear direct from people who have been affected by a family members gambling."*

*"The diversity / variety of speakers – well balanced out. All the superlatives! Good for everyone (gamblers too) to look at ways the illness affects so many, taking into account cultural diversity and different perspectives within the family."*

*"Interesting, informative, and engaging balance between international professional input (regarding service provision, research, and strategy) and powerful lived experience narratives...reinforces more than ever that it is not just individuals but whole families who go through addiction and recovery processes. Thank you to all involved."*

*"Things such as GDPR impact on affected others, which I had not considered before. This area proved very insightful."*

*I enjoyed listening to the views of many different people around the world ranging across a lot of different organisations."*

# To **08** Conclude...

**This was the first UK Conference, initiated, structured and led by those with lived experiences 'affected' by gambling related harms given the opportunity to make their voices heard.**

**There were over 230 delegates in attendance, with the audience feedback through post conference evaluations demonstrating that 93% rated the event as 'very good to excellent' and 89% expressing that this conference as being 'very to extremely useful'.**

**It is fair to say that due to the compelling contributions of our lived experience panel members the conference attendees have been able to increase their understanding and awareness of this important issue from their participation.**

**The interest in this event also signifies that the negative impacts of gambling related harms on 'affected others' requires the need for further and much needed initiatives and specific support to be directed towards this vulnerable group.**

**Beacon Counselling Trust on behalf of its service user group, partners and supporters would like to offer its sincere appreciation and thanks to everyone who attended and supported this event.**

**Warmest Regards  
Beacon Counselling Trust**

# 09

# Further Information

National Gambling Helpline Call: **0808 8020 133**

## Talk Ban Stop...

**I STARTED MY RECOVERY WHEN THE ONLY THING LEFT TO LOSE WAS MY FAMILY.**

Is your gambling getting out of control?

**IS YOUR GAMBLING NEGATIVELY AFFECTING YOU AND THOSE CLOSEST TO YOU?**

You're not alone. Combining practical tools with support, we can help you stop gambling:

- ▶ **Talk:** By speaking to one of GamCare's trained Advisers on the National Gambling Helpline (over the phone or via live chat) to access expert information, advice and support.
- ▶ **Ban:** Gamban's software blocks access to thousands of global gambling sites and apps. It can be installed on up to 15 devices - including those in the household.
- ▶ **Stop:** GAMSTOP's self-exclusion prevents you from accessing current gambling accounts or creating new ones with all the online gambling operators across the UK.

We are here to help: from moral support through to expert advice. GamCare, GAMSTOP, and Gamban working together can be the start of your recovery journey.

**Kick-start your recovery journey today, head to [www.TalkBanStop.com](http://www.TalkBanStop.com)**

**TALK BAN STOP.** GamCare, Gamban, GAM STOP. [TalkBanStop.com](http://TalkBanStop.com) NATIONAL GAMBLING HELPLINE **0808 8020 133**

## Useful Websites:

Click the icon for access

