



TRUSTEES' ANNUAL REPORT AND FINANCIAL STATEMENTS

Year ended 31 March 2022

91-94 Saffron Hill, London, EC1N 8QP
020 7801 7000

Charity Number: 1060005 (England and Wales)
and SC050547 (Scotland)
Charitable Company Registered in England No: 03297914

 **GamCare**
Gambling Support **Starts Here**

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Charity Information for The Year Ended 31 March 2022

Registered Charity Name: GamCare

Trustees: Margot Daly (Chair, appointed as Chair June 2021)
Sir Ian Prosser (Chair, retired June 2021)
Jeff Clarkson (from March 2022)
Jill Britton
Emily Finch
John Hagan
Dominic Harrison
Gareth Jarvis
Matthew Moth
Anita Gundecha (from June 2022)

Audit Committee members: John Brackenbury (to December 2021),
Jill Britton (from February 2022), Margot Daly (to June 2021), John Hagan, Dominic Harrison.

Clinical and Quality Governance Committee members: Jill Britton (to January 2022),
Emily Finch, Gareth Jarvis.

People, Culture and Communications Committee members (commenced May 2021): Margot Daly (to June 2021), John Hagan (from February 2022), Gareth Jarvis, Matthew Moth.

Leadership Team:	Anna Hemmings	Chief Executive Officer
	Chris Franklin	Director of Finance & Resources
	Helen Garratt	Director of Clinical & Community Services (to July 2021)
	Rachel Hassan	Director of Quality & Innovation
	Mike Kenward	Director of Development
	Fiona Macleod	Director of Clinical & Community Services (from Nov 2021)
	Debby Morrell	Director of People & Organisational Development
	Jenny Olsen	Director of Policy & Communications

Secretary: Chris Franklin

Registered Office: 91-94 Saffron Hill, London, EC1N 8QP

Registered Charitable Company Number: 03297914 (England and Wales)

Registered Charity Number: 1060005 (England and Wales)
SC050547 (Scotland)

Auditor: Buzzacott LLP
130 Wood Street, London, EC2V 6DL

Bankers: CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill,
West Malling, Kent, ME19 4LQ

The trustees, who are the directors for the purposes of company law, present their statutory report, including the Strategic Report, together with the financial statements of GamCare for the year ended 31 March 2022.

We are committed to ensuring transparency to the public and wider stakeholders in relation to how our funds are received and utilised, our strategic objectives, and our annual progress against these. Our report is produced in accordance to relevant laws and best practice, specifically:

- Part 8 of the Charities Act 2011
- The Charities Statement of Recommended Practice (SORP) (FRS 102)
- Relevant accounting policies
- GamCare's Memorandum and Articles of Association



SECTION 1

CHARITY OVERVIEW

Our mission is: To support those harmed by gambling through advice and treatment, and to minimise gambling-related harm through education and engagement.

STATEMENT FROM GAMCARE'S CEO AND CHAIR

The last year has been characterised by continued uncertainty owing to the coronavirus pandemic, alongside a changing environment in the gambling sector, with the ongoing Gambling Act Review. In this context, our teams have demonstrated sustained resilience and agility, once again reaching more people than ever before, offering a more diverse range of support, which help us deliver impacts that improve people's lives.

In times of uncertainty, our focus remains consistent. We exist to reduce gambling harms and therefore place our beneficiaries at the heart of what we do.

We have extended the ways we do this in the last year, expanding our network of staff and service users with lived experience and establishing our Youth Advisory Board to steer our young people's services going forward.

In April 2021 we launched our new three-year strategy, with four key ambitions:



Gambling harms are widely recognised and prevented



Universal access to effective tools and support



Universal access to caring, evidence-led and integrated treatment



GamCare's work is trusted, valued and effective

We know that these are big ambitions, and that working with others will enhance our ability to deliver.

Collaboration at the heart of our approach

Collaboration remains at the heart of our approach, alongside our other values around being a learning organisation, harnessing knowledge to improve our work, using our experience to shape the agenda in this field, and playing a leadership role.

Throughout the year there have been many great examples of how we've progressed towards these ambitions in line with our values. We have worked extensively to raise awareness of gambling harms, most notably through the TalkBanStop campaign, a collaboration between ourselves, GAMSTOP and Gamban to promote the layering of tools and support to help people stop gambling. The campaign reached a wide audience and resonated well with the public. The TalkBanStop project has been evaluated by Ipsos and found positive benefits to this layering approach.

Reached more people than ever

Our prevention and outreach services have reached more people than ever, helped by improved access to schools and other services as society opened up post lockdowns. Our women's and criminal justice programmes have reached almost 7,000 professionals in the last year, offering training that increases their knowledge of gambling harms, and where to signpost for support. Our youth outreach programme has been running in its current form for two years and has reached over 28,000 young people in that time, delivering education to prevent gambling harms among young people.

Our helpline activity continued to increase this year, with the continuing trend in the growth of live chat. Our advisers do a fantastic job of working with callers as they present, listening, offering appropriate support and advice and providing access to further support for those who want it. The quality of the service was recognised by the Helpline's Partnership accreditors, who awarded us a re-accreditation of their Helpline Standard for a further three years.

Backed by positive research

Our treatment services benefited from research completed by King's College London (KCL), which was based on analysis of over 27,000 treatment records. KCL found that our treatment is highly effective, with progress being especially marked in the first three sessions. The majority of cases saw significantly reduced gambling alongside improved quality of life. The research provided rich insights into our work, and we have used this to develop and refine our treatment offer to ensure it is rooted in the best available evidence.

We have held workshops and events on a range of emerging issues across the year as part of our Gambling-Related Financial Harms programme and our Criminal Justice work. These have been well attended and have been successful at engaging a broader range of important stakeholders in our work. The workshops have focused on issues such as volatile trading, for example in cryptocurrencies, and loopholes in gambling blocks. These workshops provide valuable insights and often lead to further actions, for example, Gamban has extended its blocking software to cover day trading and crypto trading websites.

Funding successes

Finally, we are delighted to have secured funds to extend our work in important ways. We successfully tendered for two new grants from Gamble Aware to deliver a Youth Education Hub for England and to deliver professionals training on gambling harms to key groups. We have also secured funding for a Money Guidance Service, which will improve our ability to offer basic money advice and improved signposting around beneficiaries' financial concerns.

Continuing to transform after 25 years of operation

As we look forward to the coming year, we are excited about the possibilities that lay ahead. We are optimistic that we will start to transform some aspects of our offer to ensure we are fit for the future, especially as the pandemic recedes. We will celebrate 25 years of our operation, having been at the forefront of support and treatment for much of this time. We are keen to share the experience we have gleaned as well as looking forward to what the next 25 years might hold.



A blue ink signature of Anna Hemmings.

Anna Hemmings,
Chief Executive Officer



A blue ink signature of Margot Daly.

Margot Daly,
Chair of Trustees

ABOUT GAMCARE AND OUR PARTNERS

GamCare

GamCare is a registered charity, founded in 1997. We are the leading provider of information, advice and support for anyone affected by gambling harms. We operate the National Gambling Helpline, provide treatment and support for anyone who is harmed by gambling, create awareness about safer gambling and treatment, and encourage an effective approach to safer gambling within the gambling industry.

To access support, call the National Gambling Helpline for free on [0808 8020 133](tel:08088020133), or start a [chat](#).

Our mission is: To support those harmed by gambling through advice and treatment, and to minimise gambling-related harm through education and engagement.

Our values represent a call to action:



COLLABORATIVE

Achieving more together



LEARNING

Harnessing knowledge



AMBITIOUS

Embracing future growth



LEADING

Shaping the agenda

Our Work

In 2021/22, we launched a new [three-year strategy](#). Designed in collaboration with staff and service users, our new strategy sets out our four major strategic ambitions and the practical work we will do to deliver on these important goals. The core of this strategy is our continued commitment to increasing GamCare's impact, making sure that fewer people are harmed by gambling, and that individuals and families who are affected by gambling have access to inclusive and effective specialist support to make and maintain positive changes.

The details of our active and determined work towards our ambitions are shared throughout this report. This focus of this work can be summarised as:

AMBITION 1: GAMBLING HARMS ARE WIDELY RECOGNISED AND PREVENTED

Work to raise awareness of the issues, increase access to support and protect customer safety:

- Engagement and Risk Reduction Programmes: Young People, Women, Criminal Justice
- Development and projects: Gambling Related Financial Harm, Armed Forces
- Industry Standards and Services

AMBITION 2: UNIVERSAL ACCESS TO EFFECTIVE TOOLS AND SUPPORT

Work to widen pathways to support or all who need it:

- Delivery of the National Gambling Helpline
- Online support: GamCare Forum, GameChange cCBT

AMBITION 3: UNIVERSAL ACCESS TO CARING EFFECTIVE AND EVIDENCE-LED TREATMENT

Work to increase treatment uptake and outcomes:

- Adult Gambling Treatment
- Young People's Treatment

AMBITION 4: GAMCARE'S WORK IS SEEN AS VALUED, TRUSTED AND EFFECTIVE

Work to build skills, quality, and insight to assure GamCare's work, and contribute to sector development:

- People and Organisational Development
- Quality and Governance
- Lived experience engagement and development to shape services and support
- Insight: data, knowledge and research
- Policy and Communications

OUR PARTNERS

Network Partners

GamCare provides support and treatment services direct and through our national network of treatment providers, who receive grants from GamCare. Collectively we offer specialist support across England, Scotland, Wales and Northern Ireland, with GamCare holding a multiple delivery, lead provider, and quality assurance role. During 2021/22 we worked with nine network partners, who we recognise and thank for their delivery and collaboration.



We will continue to build and develop our partner network in line with our objectives of providing effective support and integrated treatment.

Young People



The Young People's Gambling Harm Prevention Programme is delivered in partnership between GamCare and the [Young Gamers and Gamblers Education Trust \(YGAM\)](#), providing education, training and support to young people and professionals. Together, we have worked with almost 36,000 young people and 14,000 professionals across the UK, since we partnered in 2020.

Friends of GamCare

We have extended our partnership model to include 'Friends of GamCare'. This model is a collaborative approach to develop post-treatment signposting pathways to organisations who specialise in providing service users with support from those with lived experience of gambling harms. Our current Friends of GamCare are:

- Epic Restart Foundation: mentoring, experiential learning and personal development.
- Reframe Coaching: coaching and support programmes to individuals and groups.

SECTOR DEVELOPMENTS

GamCare's work happens in the context of the gambling treatment environment and wider related sectors. We actively engage with external advisors and insight data, seeking to continuously improve our impact through work with those harmed by gambling, local communities, and experts across health, justice, social care and finance. Key developments in 2021/22 have included:

- The Gambling Act 2005 Review has been ongoing throughout the year with a White Paper containing government proposals expected in 2022.
- At the Department for Digital, Media, Culture and Sport, Chris Philp took over as Gambling Minister and Gambling Act 2005 Review lead (September 2021).
- At the Department of Health and Social Care, the Office for Health Improvement and Disparities (OHID) was launched in October 2021, replacing Public Health England.
- At the Gambling Commission, Andrew Rhodes stepped in as interim CEO (June 2021, made permanent mid-2022) and Marcus Doyle took over as Chair (September 2021).
- The Gambling Commission's challenge to industry to develop a Single Customer View has been responded to by the Betting and Gaming Council, which will work with GAMSTOP to pilot the scheme in 2022/23.

GambleAware has:

Worked with Dr Justin van Dijk of University College London to produce data-led maps showing prevalence, service usage and reported demand.

Engaged FutureGov to develop a new Outcomes Framework and Service Delivery Model to inform the future National Gambling Treatment Service.

Commissioned the expansion of Gambling Education Hubs via competitive tender. GamCare and partners were successful for England, and Adferiad Recovery for Wales.

Commissioned a new Gambling Harms Awareness and Support training programme via competitive tender, awarded to GamCare.

- In the NHS, two new gambling addiction clinics, in Stoke-on-Trent and Southampton, were announced and will become operational in 2022/23.
- The inquest into the death of Jack Ritchie took place in February 2022, resulting in a Prevention of Future Deaths report being sent to DCMS, DHSC and DfE to promote any actions around the issue of problem gambling designed to prevent future deaths.

Relevant research and evaluation activity has included:

PHE: Gambling-related Harms Evidence Review.

Gambling Commission: Exploring the Gambling Journeys of Young People.

GambleAware: Women's Lived Experience of Gambling and Gambling Harms across Great Britain: Phase 1.

ABSG: Progress Report on the National Strategy to Reduce Gambling Harms, Year Two.

GamCare: King's College London Analysis of GamCare Treatment Clients.

COVID-19 UPDATE

The world has changed in response to Covid-19, and GamCare has worked since the beginning of the pandemic to understand and mitigate the complex impacts on our service users, services and staff. Going into 2021/22, we were hopeful that we were past the worst of Covid-19, but variants of the virus continued to impact society throughout the year. Our earlier pandemic responses and learning positioned GamCare and partners well to maintain all services and support throughout the year, and we have mainstreamed new ways of working which add accessibility and flexibility:

Workforce: we have consulted across all GamCare teams on preferred working patterns, and as a result we have moved towards hybrid working arrangements which meet staff and service needs. These arrangements will be permanent, subject to our usual workforce engagement and review processes.

Digital transformation: we have commenced a wide-ranging programme of digital transformation in response to service users' shift to 'technology-first' when seeking help. We are in the process of overhauling our online offer to meet this identified need.

We have continued to closely monitor changes in gambling behaviours and impacts. In the course of the year, we have seen the land-based sector open up without material impact on the profile of our service users. This is supported by Gambling Commission [survey data](#) which shows only a slight post-lockdown increase in in-person gambling against a long-term shift towards online gambling. However, we have seen an increase in National Gambling Helpline calls regards high risk trading, including cryptocurrencies. The issues experienced by these callers seem to mirror the harms we see from gambling and we will continue to work with and further explore this emerging area of need.





SECTION 2 ACTIVITY & IMPACT (Strategic Report)

We are proud of the impact that GamCare has made in 2021/22. The difference that we make is collaborative, driven by the joint efforts of our service users, staff and partners, as showcased in this section of our Annual Report. Here, we provide an overview of our organisational Model for Change and our headline numbers, and a detailed review of work across our four strategic objectives.

As part of developing our ambitious new strategy, we designed a new Model for Change, capturing how we translate our priorities into action, and the impacts that we will measure these activities against.

A MODEL FOR CHANGE TO REDUCE GAMBLING-RELATED HARMS

PRIORITY AREAS

Gambling harms are widely recognised & prevented

Universal access to effective tools & support

Universal access to caring, evidence-led & effective treatment

CamCare's work is trusted, valued & effective

KEY ACTIVITIES

Understanding the issues

Awareness raising

Education & prevention

Connecting with professionals

Improving referral pathways

Protecting customer safety

Making gambling safer

Outreach & engagement

Accessible support options

Digital support & self-help

Targeted programmes

Integrated support

Aftercare

Peer support & involvement

Evidence based treatment

Integrated local care

Specialist care pathways

Young people's treatment

Family support

Targeting those at risk

Research into what works

Robust governance & evaluation

Setting the standard

Measuring & communicating our impact

Collaborating across sectors

Sharing knowledge & insight

Thought leadership

Sharing lived experience

IMPACTS

Professionals are competent & screen for gambling harm, getting people to the help they need quickly

People understand how to access help & seek support earlier, preventing escalation

Individuals who are at higher-risk of harm or under-represented are supported

People make safer choices about gambling

Gambling operators better understand gambling harms & environments are safer for consumers

Evidence based gambling support & treatment are easily understood & accessible across the UK, for all who need them

More people harmed by gambling get the support & specialist treatment that they need

People harmed by gambling can access support in a range of formats to suit them

People harmed by gambling receive Integrated care for the range of needs and risks they may experience

Gambling related harms experienced are reduced, & people are supported to maintain their gambling recovery

Affected others are supported, both in their own right & in helping their loved ones

Services are shaped by service users, improving effectiveness for all through lived experience

GamCare is a leading sector expert on gambling treatment, reducing risk & safer gambling

GamCare leads the way in standards of quality, workforce & governance in gambling support & treatment

GamCare builds & shares knowledge & insight into what's needed & what works

GamCare brings stakeholders together & drives collaboration within the sector & more widely

GamCare supports service users to share their voices & influence change

OUR YEAR IN NUMBERS

1st APRIL 2021 TO 31st MARCH 2022

PREVENTION

10	1,517	15,137	28,527
gambling operators achieved GamCare's Safer Gambling Standard	gambling operator and financial services staff received Safer Gambling training	professionals working with at risk individuals received gambling awareness training	young people attended gambling awareness workshops

SUPPORT AND TREATMENT

9,728	37,880	42,070	71,267
people attended structured treatment	structured treatment sessions delivered	target chats/callers to the National Gambling Helpline	total calls/chats answered by the National Gambling Helpline

OUTCOMES



77%

of service users successfully completed their treatment



83%

of service users undertaking 'extended brief interventions'¹ completed these successfully



99%

of treatment users would recommend the treatment to someone else

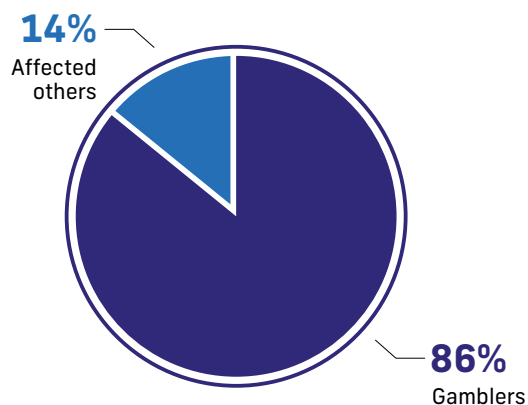
The majority of service users completing treatment moved from 'moderate' to 'healthy' gambling behaviour, and from 'problem gambling' levels to 'moderate' levels (using CORE-10 and PGSI measurement scores²).

¹ 'Extended brief interventions' are motivational sessions with follow ups (usually up to six sessions), provided via the National Gambling Helpline and our treatment services. Focused advice may include taking responsibility to make a change, offering strategies related to behavioural change and/or goal setting.

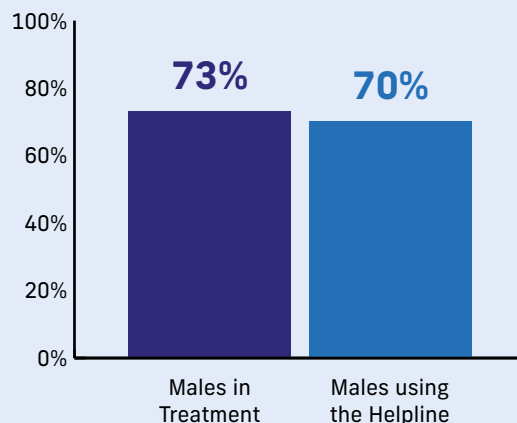
² CORE-10, Clinical Outcomes in Routine Evaluation: a brief 10 set measurement/scoring tool for common presentations of psychological distress and wellbeing; a validated tool used in gambling treatment. PGSI, Problem Gambling Severity Index: a standardised measure of risk behaviour in gambling, used in gambling disorder treatment.

WHAT THIS YEAR'S DATA TELLS US

We produce comprehensive annual statistics relating to treatment data and to Helpline service users who agree to be enrolled in our case management system, providing us with a clear picture about the people using our services. Insights highlights from our 2021/22 data include:



Most people attending treatment were **gamblers**, the remainder being affected others.

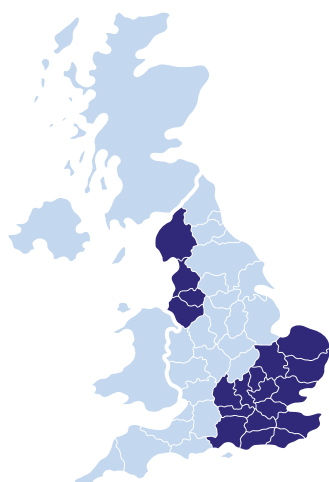


Working males under 35 were most likely to use our support and treatment services, 38% of which are 26–35 year-olds.

Ethnicity – most gamblers and affected others reported as White (87% of those in treatment). The second highest ethnic group was Asian and Asian British (7% of those in treatment).

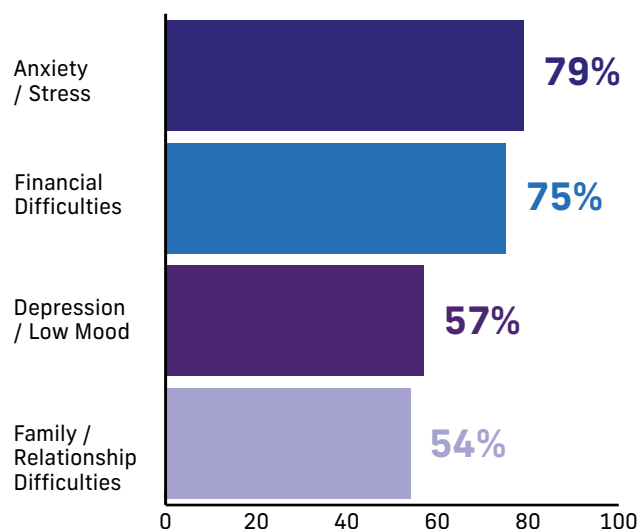
Online gambling – was reported by more service users than offline (63% of treatment users). Online gambling increased in 2020/21 due to COVID-19, and has continued post-lockdown.

Primary **reasons for gambling**, reported by helpline and treatment users, were chasing losses/wins (64%), financial difficulties (32%), escapism (33%) and boredom (33%).



By **Location**, most service users were from the North West, the South East, London, and the East of England, which together account for 62% of those accessing treatment.

Main impacts related to their gambling behaviour, reported by service users in gambling and treatment were:





AMBITION 1:

GAMBLING HARMS ARE
WIDELY RECOGNISED
AND PREVENTED

To deliver on this ambition we:

RAISE awareness to make it easier for people to identify gambling harms and seek support

IDENTIFY needs to understand who is harmed by gambling and how to reach them

TRAIN more people to increase knowledge and take-up of specialist support and treatment

PROTECT consumers by using industry training and accreditation to improve safety

In 2021/22 our work towards this ambition included:

ENGAGEMENT AND RISK REDUCTION PROGRAMMES

GamCare delivers awareness and prevention work through a number of targeted programmes, providing training, community engagement and thought leadership activities, in order to improve identification of need and access to support for people who require help.

In 2021/22 our training was delivered to **15,000+** adults, and our awareness workshops were delivered to **28,000+** young people.

YOUNG PEOPLE'S PROGRAMMES

Our Young People's Gambling Harm Prevention Programme is delivered in partnership with YGAM. Together, we have continued to expand the programme's impact and in 2021/22, 28,527 young people attended our education workshops in England, Wales and Northern Ireland, a massive increase on last year, reflecting the return to face-to-face delivery. Young people said:

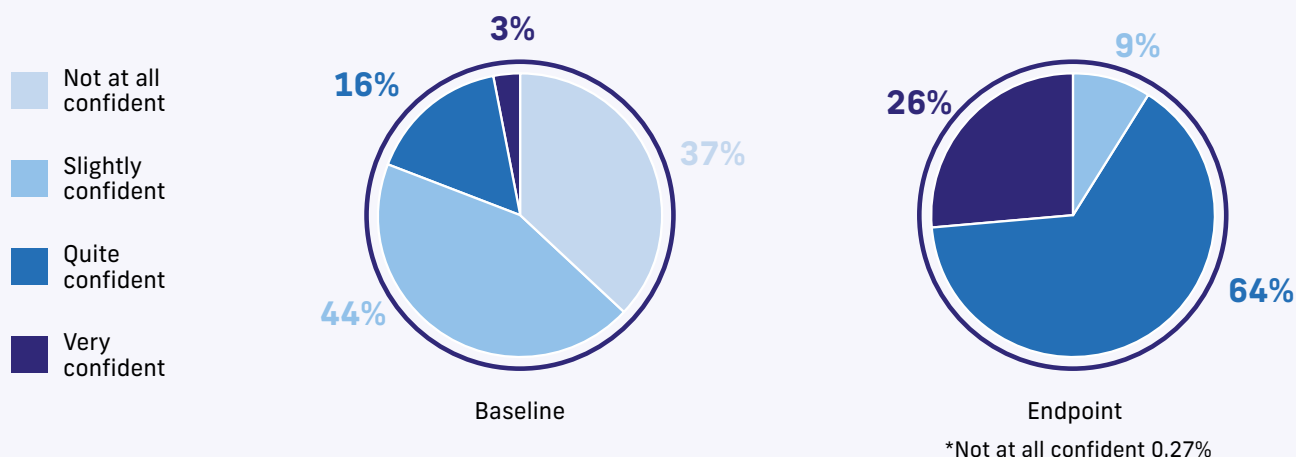
“Overall, I learnt a lot about gambling and it made me more aware about spotting an addiction in the future.”
(North East)

7,609 professionals working with young people were trained, building awareness and confidence, a 21% increase on last year, reflecting the maintenance of online training. Participants said:

“It is an area I had little knowledge of. Helped me to understand the risks, the signs and the help available. I thoroughly enjoyed the training and found it useful, informative and engaging. It was an eye opener.”
(London)

The impact of this training is evidenced through increased participant confidence:

How confident do you feel about talking to young people about gambling and / or gambling-related harm?



Highlights of our work included:

Video Training Resources

We rolled out new videos to improve our professionals training by bringing complex ideas to life.



GAMBLING AND THE IMPACT ON THE BRAIN:

we commissioned Dr Jack Lewis to present the impact that gambling has on the brain in virtual reality.



AFFECTED OTHERS:

filmmakers took inspiration from those with lived experience, using interviews to embed their voices into the script.



MOTIVATIONAL INTERVIEWING:

we commissioned Filmmakers for Change to create a scenario-based video to support delivery of brief interventions using the FRAMES guide.

“The videos and personal experience stories were helpful as it demonstrated the different gambling issues young people face, especially in online gaming. The FRAMES video was also useful as it allowed that approach to be demonstrated in practice.”

Professional Training Participant, Yorkshire and The Humber

Financial Partnerships

We worked together with financial organisations to support young people's awareness and skills:

- **Nationwide Building Society:** training to 800 Trafford College Group students on gambling and money management.
- **Danske Bank:** work to create an animation on gambling-related harm in conjunction with the Consumer Council for North Ireland, the University of Ulster, and Queens University Belfast.
- **Life Skills Programme:** working with a high street bank on sessions to support young people to understand online gaming and gambling-related harms.

Youth Participation

Our Quality and Innovation Directorate's Lived Experience Team leads on delivery of GamCare's Young People's Participation Strategy. Our work in 2021/22 has included the establishment of a new Youth Advisory Board, licensed as a Duke of Edinburgh Activity Provider, and the involvement of 300+ young people in decision-making on services, resources and campaigns (see Ambition 4 for more information).

CASE STUDY – SALLY'S STORY

A demand for workshops aimed specifically at parents was identified and new content has been developed and piloted. This need is reflected in Sally's experience:

Sally* is the mother of a teenage child who contacted us for support due to her child buying video game lootboxes. Sally noticed an email about unauthorised card purchases and after checking the account discovered over £1,000 had been spent in the past month. GamCare's young people's team connected with Sally and explored how she could offer support to her child, different ways to start the conversation, and how to manage challenging behaviour if it arose. We worked with Sally to identify strategies to support her child to reduce lootbox purchases, and how to refer them into the service for their own tailored support. Following our support, Sally is confident in raising the concern with her child and understands how to refer them into the service.

* Name changed to protect service user anonymity

WOMEN'S PROGRAMME

The third year of GamCare's national women's programme saw particularly strong training outputs as delivery has become established and face-to-face work has resumed post-lockdown. We have trained **6797 professionals** across England, Wales and Scotland, delivering a **15% increase on 2020/21**, and **70% above our annual target**. Highlights of our work to understand and meet the needs of women are:

Understanding Impact

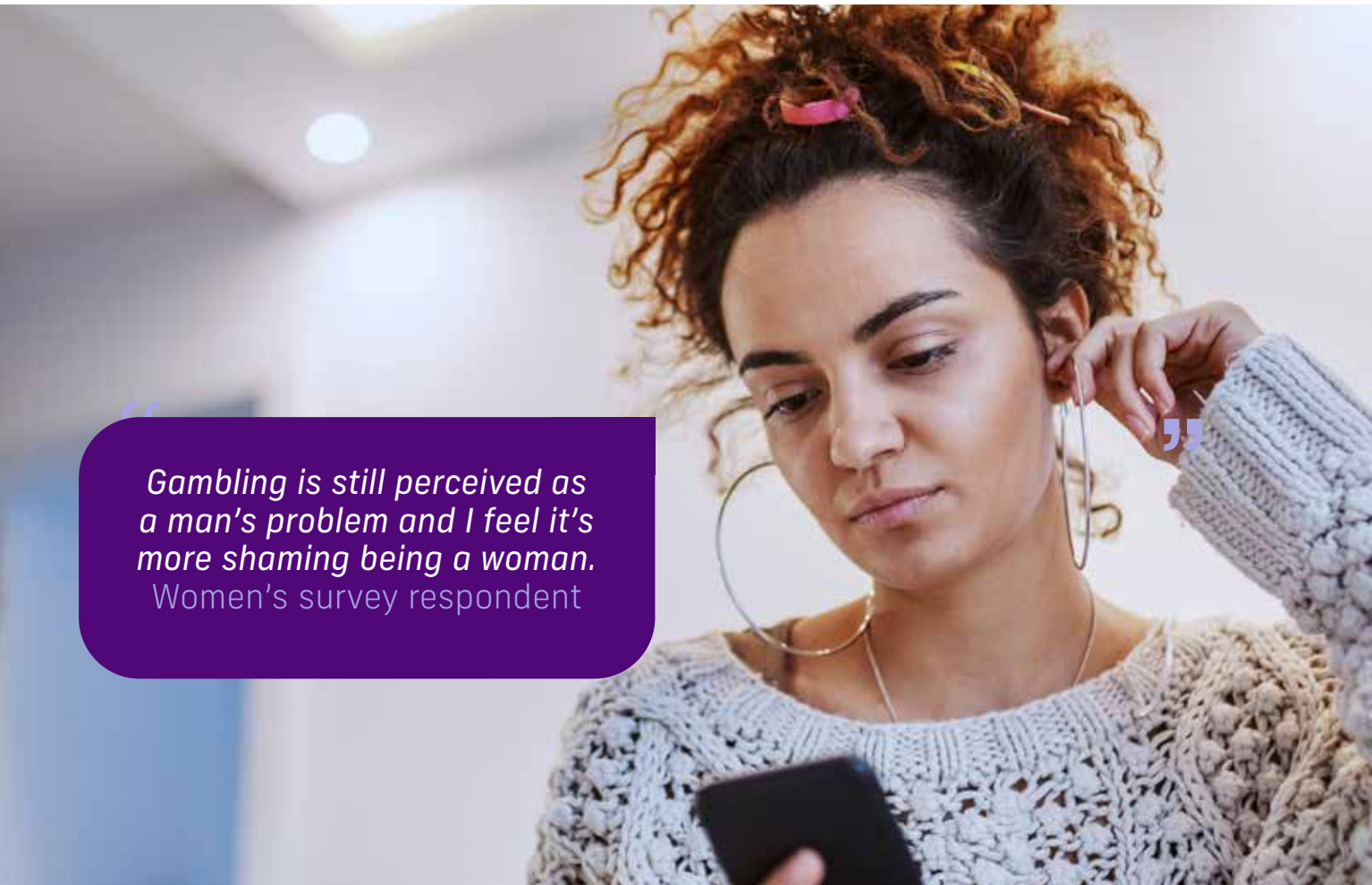
We continue to invest in understanding what works and this year we have:

- Evaluated Year Two delivery to advance our understanding of the effectiveness of our training, help us understand the reach and depth of our networking and engagement activities, and articulate insights gained from Lived Experience.
- Rolled out learning on women's needs and support to teams across GamCare via knowledge exchange workshops.
- Introduced new measures to capture our engagement activity and impact. Using new indicative targets we have confirmed that 25 organisations have embedded GamCare's single gambling harms screening question into their assessments and/or practice.

The screening question is: **Has your gambling or the gambling of someone close to you had a negative impact on your life?**

Understanding Women's Experience

We conducted a Lived Experience survey of women who currently or used to gamble, and people who have been affected by someone else's gambling, and we are grateful to the 61 respondents who shared their experience and opinions with us. These responses enriched our understanding of women's specific gambling experiences, effects and barriers to support and reinforced the role of stigma and shame as obstacles to seeking and accessing services.

A photograph of a woman with curly brown hair, wearing a grey knit sweater and large hoop earrings. She is looking down at a black smartphone in her hand. The background is blurred, showing an indoor setting with lights.

Gambling is still perceived as a man's problem and I feel it's more shaming being a woman.
Women's survey respondent

Programme Development

Innovations and developments introduced by the team in 2021/22 include:

- Women's Chat Forum: a safe space for women in response to feedback, in collaboration with GamCare's Helpline team.
- Work with gambling operators on gendered approaches to safer play interventions, with GamCare's Industry Services team.
- Work with SafeLives to develop a Domestic Abuse Policy and training for GamCare, with training rolled out to GamCare and partner agency staff.
- Leadership of organisation-wide activities during Black History Month, International Day for the Elimination of Violence Against Women and Girls and International Women's Day.

CRIMINAL JUSTICE

Following the pilot phase, GamCare's Criminal Justice and Gambling Harm Programme has completed the first year of a two-year project to engage, explore and evolve knowledge, practice and evidence across the Criminal Justice System (CJS). Developments this year included:

Professional Training

731 professionals trained, of whom **500+** were police, prison or probation professionals with **20%** of sessions being held onsite in CJS settings.

A particular highlight was being asked to deliver a session to police officers and support staff focused on their own welfare and how they can support themselves as gamblers and/or affected others. Feedback from across our training reports increased awareness of gambling harms and increased confidence in the impacts of gambling harms, what support is available and how it's accessed.

Criminal Justice Network Development

We have made significant steps in the recognition and support of gambling harms within the CJS:

- Regional partnerships with London Probation and Greater Manchester Probation.
- Thematic Workshops with 140+ attendees, including people with lived experience, which have hosted speakers from the Ministry of Justice, HM Prison and Probation Service (HMPPS), Staffordshire University and the University of Lincoln.
- Presentation at national events such as the charity Clinks' AGM, HMPPS' Insights Festival and the Magistrates' Association webinar series.

Programme Development

We continue to work on building our understanding and practice in this area of work. This year we:

- Strengthened the voice of lived experience through our Criminal Justice and Gambling Harm Lived Experience working group of 10 members and inclusion in Thematic Workshops.
- Worked on a Prison Resident Survey to increase our understanding of gambling harm in prison populations.
- Awarded our first Innovation Grant, of £30k, to BreakEven, funding delivery of AQA Level 1 accredited Gambling Harm Awareness to 150+ CJS professionals and prison residents.

GAMBLING RELATED FINANCIAL HARM

Each year at least three quarters of callers to the National Gambling Helpline and those accessing GamCare's treatment services report financial difficulties, and two thirds mention gambling debt:

- 62% of gamblers report financial difficulties.
- 57% of gamblers disclose having debt.
- 46% of affected others report financial difficulties.

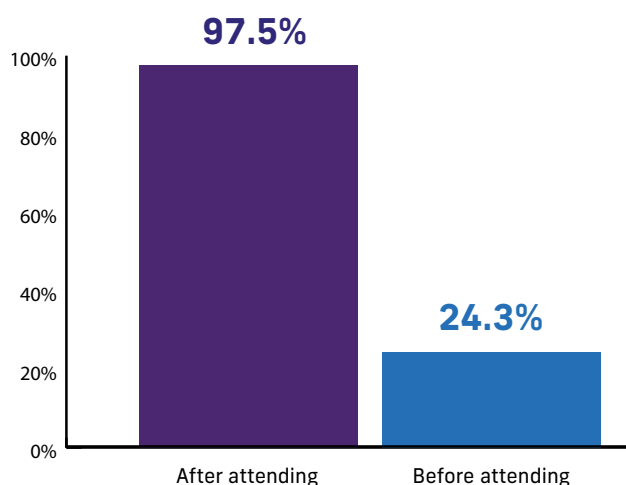
GamCare's Gambling Related Financial Harms (GRFH) programme brings together banking, gambling industry, gambling support and debt advice sectors to share knowledge, develop resources, and provide early access to help, so that harms do not escalate. This year's key achievements were:

GRFH Network Development

We have engaged with **100+ organisations** and **180 professionals** to build a network of stakeholders interested in addressing GRFH.

We facilitated four GRFH Networking Events, bringing cross-sector professionals together to collaborate and share learning, and delivered presentations and workshops on GRFH to numerous external events, e.g., the GambleAware Annual Conference, the Money and Mental Health Policy Conference and the Institute of Money Advisors (IMA) Annual Conference.

After attending our two IMA workshops more participants said they were confident or very confident in identifying and supporting clients affected by gambling than before attending.



Examples of practical action the network has taken to address GRFH include:

- **Gambling blocks:** Danske Bank consulted GamCare when developing a gambling block tool for customers experiencing gambling harms.
- **TalkBanStop:** HSBC and Lloyds Banking Group are just some of the banks that now embed TalkBanStop messaging on their websites.

Insights Workshops

GamCare facilitated a series of workshops to share learning and best practice and generate recommendations for organisations to consider. Workshop themes were:

1. Gambling-Related Financial Harm in children and young people.
2. The intersection of high-risk trading and gambling.
3. Gambling-Related Financial Harm in affected others.

Each workshop was attended by 60+ stakeholders and a summary of key insights and recommendations was published following each event, encouraging learning and action.

High-risk Trading and Cryptocurrencies

Our high-risk trading Insight Workshop explored day trading, cryptocurrency, and how this mirrors gambling harm. Significant learning emerged from this forum and was captured in a [report](#), and we have reviewed GamCare's involvement in this area. We are committed to gaining a better understanding of the needs of this cohort, determining what support interventions are effective, and developing appropriate support services. We are working to build awareness of high-risk trading harms and how trading intersects with gambling and have engaged in numerous media pieces on this in: the Guardian, the Sun, and the Sunday Times.



Direct Debt Advice Referral

We have set up a pilot to trial a direct referral pathway from gambling treatment into debt advice. As part of this joint initiative, GamCare's Leeds Community Gambling Service can now easily transfer clients to the debt advice company PayPlan to discuss their financial situation. PayPlan's debt advisers can arrange suitable debt solutions based on individual circumstances. We are looking to expand this pilot to other treatment teams in the coming year, and are working with Citizens Advice to develop a new national pathway.

“A warm referral into advice is an effective way of ensuring our services are joined-up and welcoming. Our goal is to make advice as comfortable and as easy to access for GamCare clients as we can. We look forward to building up this alliance in the coming years.”

Alistair Chisholm, Head of Advice Sector Policy
and Partnerships, PayPlan

ARMED FORCES DEVELOPMENT

Over the year, GamCare has continued its partnership with the RAF Benevolent Fund, with the aim of supporting serving personnel, veterans, and families affected by gambling harms. We have done this by training 150 staff from RAF Welfare Teams and bases to identify the signs of gambling harm. We have supplied materials to be used on-base, including leaflets and screening cards, and have attended Community Support events to raise awareness of our services in Armed Forces communities.

“The brief was brilliantly delivered and very informative. There was a great use of differing platforms - videos, interaction with those on the call and being briefed. I learnt a lot, especially regarding the preventative measures that are available.”
RAF training participant

“I think that gambling is something that is hidden amongst the RAF community and more spotlight should be given to gambling.”
RAF training participant

GamCare was pleased to contribute to the Benevolent Fund's 2021 study on [wellbeing and gambling harm](#) in the RAF. A further UK-wide study led by the University of Swansea focused on [veterans](#). The studies confirm higher rates of gambling amongst this cohort, and recommend screening, support and awareness training. We will expand our Armed Forces work in 2022, and respond to these findings.

INDUSTRY STANDARDS AND SERVICES

GamCare's Industry Standards and Services team supports gambling operators to build safer gambling environments through training, standards and other services. Our customers value that our products are informed by lived experience and are responsive to an evolving regulatory landscape. In 2021/22:

1,517 gambling operator and financial services staff received safer gambling training across 40+ organisations – almost 50% up on 2020/21

10 gambling operators achieved the Safer Gambling Standard

14 organisations are signed up to our Helpline transfers service – up from 7 in 2020/21

The team expanded this year, increasing capacity and delivering the following achievements:

STAFF TRAINING AND DEVELOPMENT

Our social responsibility and customer interaction training enables frontline industry staff to build the awareness and confidence to proactively identify and intervene on gambling harm, motivating positive behaviour change. We have built training capacity and invested in new e-learning initiatives:



Suicide Awareness for the Gambling Industry e-Learning

In May 2021, the GamCare and Samaritans training collaboration launched, alongside new, practical guidance for gambling operators on reducing the risk of gambling related suicide. Aimed at gambling operator staff, the e-learning (open to all staff) and face-to-face training (for managers and leaders) provides the skills and confidence to support customers who may be experiencing suicidal thoughts. In its first year, almost 1,000 learners have completed the free module. The course has been externally evaluated and the interim report is encouraging: **77%** of the sample learners thought that the training would change the way they interact with customers, **38%** 'quite a lot' or **39%** 'significantly'.

“I am now more knowledgeable on how to respond and escalate such a sensitive situation.”
Suicide Awareness e-learning participant

Customer Interaction e-Learning

The launch of our Customer Interaction e-learning in January 2022 makes GamCare's training products more accessible to customer-facing staff in the gambling industry, from entry level to management roles. The course provides training to recognise and react to gambling-related harm and includes guidance on customer interaction and when to make an intervention. The course is heavily informed by clinical and lived experience and is an excellent way to learn the fundamentals of socially responsible interactions, and to embed learning from our other training products.

NATIONAL GAMBLING HELPLINE TRANSFERS

Uptake of the warm transfers service doubled over the last year, from 7 to 14 organisations. This service offers training and technical support so that customer care staff can transfer appropriate calls directly into the National Gambling Helpline. By supporting customer care teams with our warm transfers service, we have been able to help callers capitalise on their motivation to make a change.

CASE STUDY – JEN'S STORY

Jen*, a gambler identified in need of support, was transferred to the Helpline by an organisation signed up to conduct warm transfers. Jen and a Helpline Adviser spoke for 57 minutes, they had a motivational discussion with Jen receiving emotional support, a free Gamban licence, self-exclusion advice, and support around suicidality. Jen is now receiving regular treatment from one of GamCare's treatment partners in her local area.

*Name created - this case study is based on anonymous Helpline Transfers service data

SAFER GAMBLING ENVIRONMENTS

GamCare offers services to businesses to educate and raise awareness of the importance of customer protection and safer gambling strategies. Our work in this area has included:

The Safer Gambling Standard (SGS)

SGS is an independent industry kitemark which assesses the social responsibility practice of gambling businesses and awards at four levels. The SGS award was redesigned and its criteria amended in March 2022, with a gold award to recognise research, education and treatment (RET) donations over 0.25%, and safer gambling practices as recognised through the four levels.

The third year of the SGS saw 10 awards made to gambling businesses who demonstrated best practice in safer gambling, including effective use of safer gambling tools and proactive engagement with customers at risk of harm. The SGS portal was redesigned in January 2022 to make it easier for gambling businesses to begin the assessment process, which has received positive feedback. For more information, visit www.safergamblingstandard.org.uk

“ We are proud to be recognised by GamCare and its Safer Gambling Standard in this critically important area of responsible betting and gaming. **”**
Robert Hoskin, Chief Governance Officer, Entain

“ Achieving this accreditation is confirmation of the improvements we have made and will continue to make in the future. **”**
Richard Poole, Director of UK Brands, Greentube Alderney

Safer Gambling Labs

Safer Gambling Labs bring together those with lived experience of gambling harms and businesses to explore safer gambling initiatives, problems and products in a collaborative environment, facilitated by GamCare's expert team. In 2021/22, we held five Safer Gambling Labs, hosting workshops, producing reports and making recommendations based on insights generated. We have developed guidance for gambling businesses on approaches to vulnerability, safe workplaces and customer care processes, and worked with financial institutions to explore ways to engage with people who may be at risk of gambling-related harms. Practical examples of our work in the year are:

- Support to Nationwide Building Society on their approach to understanding and meeting the needs of vulnerable customers. Our bespoke Safer Gambling Lab drew on interviews with Lived Experience Panel members and a wide-reaching survey to address practical customer journey and procedure considerations within an overall vulnerability strategy.
- From time to time, international businesses contact us seeking access to best practice guidance. This year, Betclic, a French gambling company, invited us to review their Safer Gambling training and their scripting for dealing with vulnerabilities such as self-exclusion and underage play. We undertook detailed analysis and reporting and have been invited to conduct further reviews in 2022/23, with a focus on self-exclusion and player protection strategies.

Industry Code

To further our goal of creating safer gambling environments, GamCare has developed an [Industry Code for the Display of Safer Gambling Information](#). The Code sets minimum standards for the display of safer gambling information online, regards consistent information display, accessibility of gambling management tools, and visibility of access support services. The online Code went live in August 2021 and was adopted by the Betting and Gaming Council and its membership, including the agreement of a single logo to be used by all members to clearly signpost access to tools and support. We are now in the process of developing a similar code for land-based gambling venues and will source an external evaluator to assess the impact of both codes.

COMMUNICATIONS

GamCare's work to raise awareness is supported by our dedicated Policy and Communications directorate (see Ambition 4 for more details). In the course of the year the team has facilitated stakeholder engagement, coordinated events and campaigns, and engaged with media outlets. An example is our communications work on [Safer Gambling Week](#) which included:

- Sharing [learning](#) from a YouGov-commissioned survey which asked 1,500 people who had gambled in the last year, how they gambled safely via blogs, social media and the trade press.
- Hosting two webinars for our TalkBanStop partnership, attended by over 80 people.
- Supporting roundtables covering financial wellbeing, criminal justice, the impact for women, and how operators can implement safer gambling measures.

A woman with curly hair and glasses is sitting on a light-colored sofa, leaning back against a cushion. She is wearing a white long-sleeved shirt and grey jeans, and is using a laptop. The background shows a modern living room with a large green plant and a window with a white air conditioning unit.

AMBITION 2: PROVISION OF EFFECTIVE TOOLS AND SUPPORT

To deliver on this ambition we:

MAKE SUPPORT MORE ACCESSIBLE FOR ALL, including people at risk of falling through the gaps

INNOVATE to improve the tools and support available, and share new ways of working

VALUE LIVED EXPERIENCE, centring service user and family perspectives in all our work

AMPLIFY OUR IMPACT by developing new ways of working in response to emerging needs

In 2021/22 our work towards this ambition included:

NATIONAL GAMBLING HELPLINE

Our 24/7 Helpline teams have worked hard throughout the year, expanding, developing and learning to meet the needs of more people experiencing gambling-related harm. Over the year we delivered:

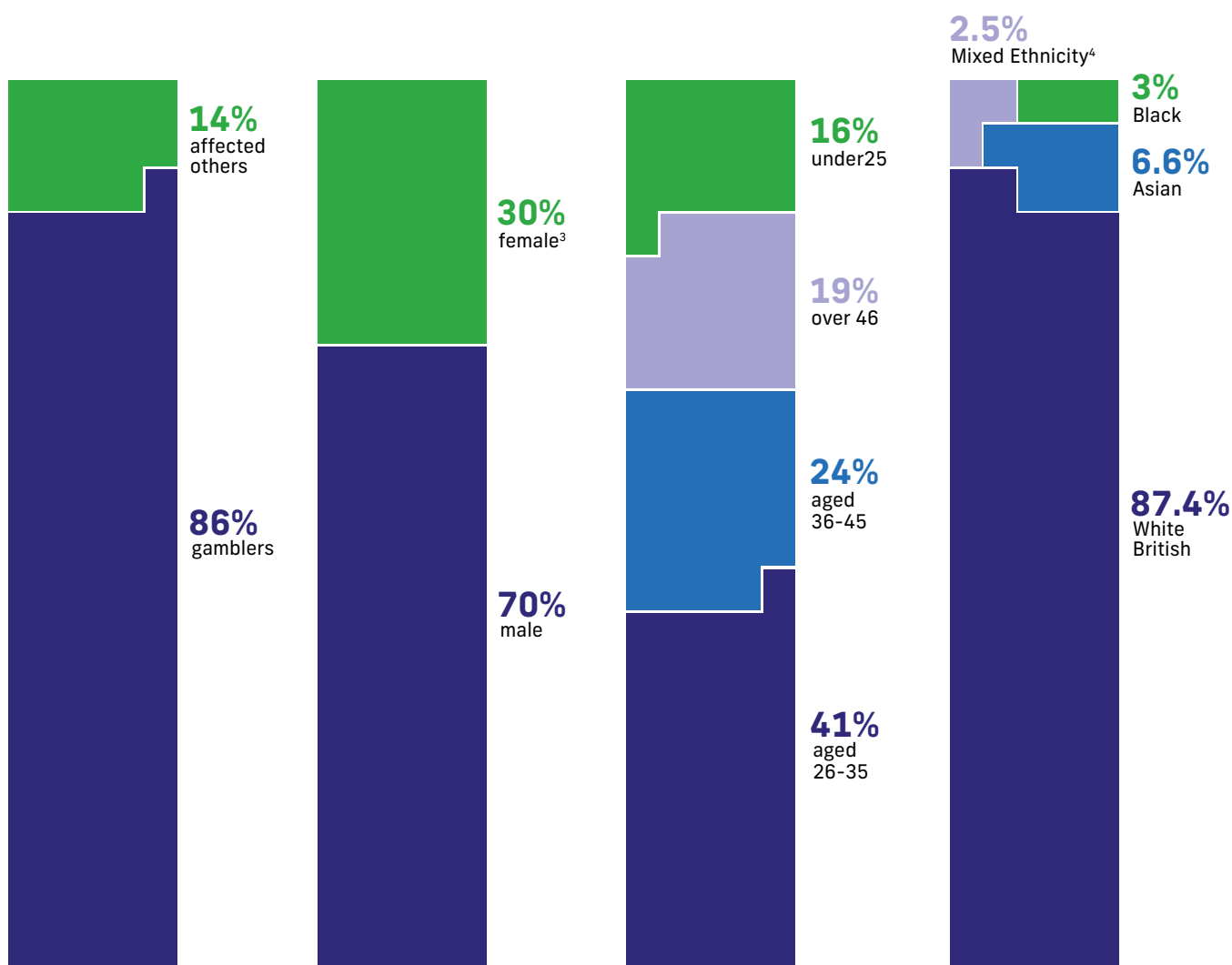
71,267 total calls answered by the National Gambling Helpline (up 32% on 2020/21)

42,070 target chats/callers to the National Gambling Helpline

6,886 referrals from the National Gambling Helpline into treatment services, remaining the primary source of treatment referrals (58%)

Post-lockdown, our Helpline staff were able to raise the number of answered calls by almost a third (32%). This increase is particularly significant as we also saw a significant decline in repeat callers, supported by our new signposting/referral guidance, and an increase in live chat activity, which is more time-consuming. For the first time, one-to-one live chat was the most used platform (at 53%).

Where known, our callers were:



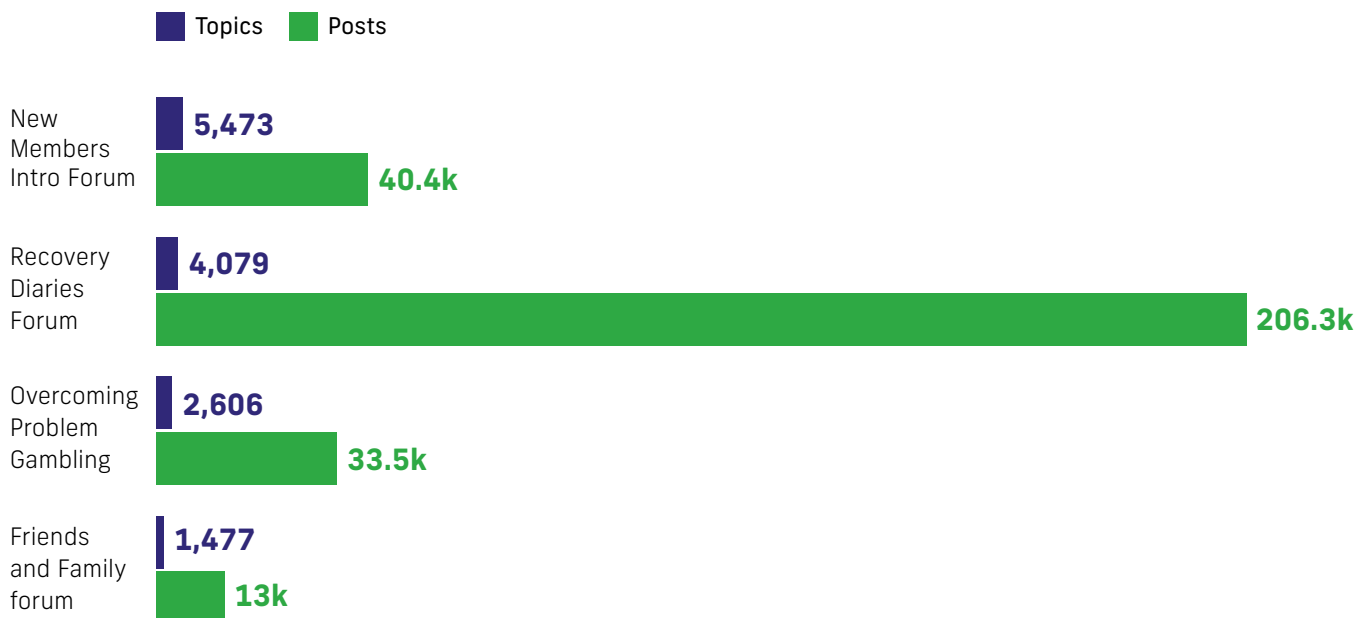
3 0.1% were Transgender/Other Gender

4 0.4% identify as Other

ONLINE PEER SUPPORT

The GamCare Forum

Our forum continues to be used by many users affected by problem gambling, and also those who are in long-term recovery but use the platforms as part of their ongoing recovery and support others within the online community. There are currently over 63,000 members across the forum contributing to multiple topics. The highest activity sections are:



“ I immediately joined, read the forums and knew I wanted to achieve the same and that I would beat this horrible addiction. I put all blocks in place with gamstop, gamban and blocking transactions with my bank... The chat helps massively, it fills that time I would be usually sat on my phone gambling and the people are so welcoming and friendly and ever so helpful to everyone. ”

GamCare Forum Member

Chat Rooms

Our chatrooms offer live text chat to talk about issues related to problem gambling in a safe and supportive moderated environment. Hosting over 300 contacts per month, on average, they include:

- Two general chatrooms every day, at 1pm and 8pm
- Weekly chatrooms for women, and for family and friends
- Regular themed chatrooms, for example for Mental Health Week and Women's Day

ONLINE PEER SUPPORT

GameChange is our well-established computerised Cognitive Behavioural Therapy (cCBT) Programme. The programme provides an online treatment course designed to help participants reflect on and change their gambling behaviour, building more positive choices and thinking patterns. GameChange offers eight modules, focusing on key areas such as motivation, triggers and decision-making. Programme access is flexible and supported by regular check-ins from one of GamCare's trained cCBT practitioners.

In line with international evidence on computerised therapies, service users complete as many modules as they feel they need, at their own pace. This year, the average number of modules completed across the year is 4.85 with 70% of booked check in calls completed, suggesting a positive working alliance between therapists and clients. 1,243 clients completed up to module 4, up from 353 in 2020/21.

“ The Programme was great. Practical, technically simple, personal and confidential. It was a good fit for my life. I felt that it was still personal especially with the phone calls. A huge advantage was to get help while being at home any time I was free. It fit around my schedule. ”
GameChange Service User

TALKBANSTOP

TalkBanStop was launched in 2020 to advocate and encourage the layering of tools and support to provide better protection against gambling harms. The project is delivered in a partnership of:

- **GamCare:** access to specialist support and treatment via the National Gambling Helpline.
- **Gamban:** free access to Gamban's software to block access to gambling sites and apps.
- **GAMSTOP:** registration for the national online self-exclusion scheme.

To date, TalkBanStop has:

- Provided over **9,500** free Gamban blocking software licences.
- Reached **18 million** people via targeted media campaigns.
- Attracted over **100,000** visits to the TalkBanStop webpage.
- Generated **371** pieces of awareness-raising media coverage.

The project secured a further year's funding in December 2021 and will run until March 2023. TalkBanStop's impact has been evaluated by Ipsos with its final report due in April 2022. Ipsos' initial findings show raised awareness of TalkBanStop's services and tools amongst stakeholders and the public, and strongly support the effectiveness of layering tools in driving behaviour change and protecting against harms. People who used all three forms of support reported a better financial situation, improved relationships and better performance at work.

“ The fact that I've used [GAMSTOP], with the blocking software, and the counselling has given me three big pillars to stand on. I can't do it anyway on my phone, and I'm getting it in my mindset through the counselling that I don't want to do it and that I'm changing my behaviours towards it. ”
Anonymous TalkBanStop pilot participant

LIVED EXPERIENCE

GamCare's work to centre service user and family perspectives is overseen by the Lived Experience Team within our Quality and Innovation Directorate (See Ambition 4 for more details). We coordinate an active Lived Experience Forum which brings together adults with lived experience of gambling-related harms. The forum has grown significantly this year and members have supported the development of tools and support, co-delivered engagement and training and worked with financial service providers on support for customers impacted by gambling harms.

This year, we have established a new staff Lived Experience Steering Group. Made up of staff from across GamCare, the group develop and support lived experience engagement and impact:

As an employee of GamCare, I have been given a unique opportunity to use my lived experience of gambling harm. I have worked with GamCare's Policy and Communications Team to share my story through outlets including Sky News, The Sun and BBC local radio, raising awareness of how anyone can experience gambling-related harm, but crucially where they can get free help and support.

I believe that gambling addiction is stigmatized in the UK. The more we can talk about it in a public space the more we can change that viewpoint, which encourages people to speak out when they are experiencing issues. Although going public with my story was a nerve-racking experience, it was also a moment of pride to know that I was taking a bad experience in my life and using it to help others avoid something similar and GamCare supported me very well throughout.

**Matt Burgiss,
Industry Services
and TalkBanStop
Project Manager**





AMBITION 3: UNIVERSAL ACCESS TO CARING, EVIDENCE- LED AND INTEGRATED TREATMENT

To deliver on this ambition we:

EXPAND THE RANGE OF LOCALLY-BASED SPECIALIST TREATMENT available nationally

INCREASE OUR IMPACT by continuing to improve services and share what works

INTEGRATE TREATMENT PATHWAYS so that service users experience seamless support

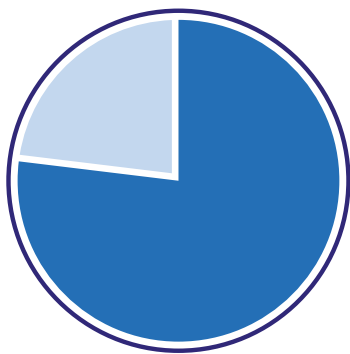
PIONEER NEW TREATMENT PROVISION to build service user engagement and outcomes

In 2021/22 our work towards this ambition included:

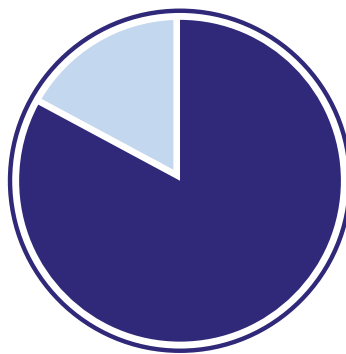
ADULT TREATMENT

Over the last three years we have worked with our partners to support over 29,000 people in our specialist gambling treatment provision. Flexibility, accessibility, and confidentiality underpin this work and we offer multiple routes to treatment through telephone, online, video call and virtual group-work options, and face-to-face.

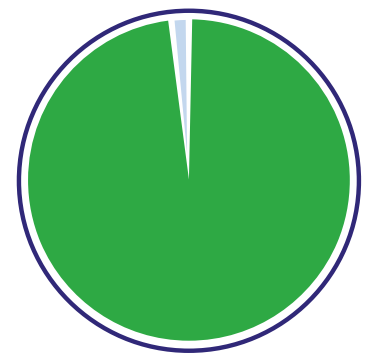
In 2021/22 almost
10,000 people attended
structured treatment



77%
successfully completing
their planned
Treatment programme



83%
successfully completing
their planned Extended
Brief Interventions



99%
of treatment service
users would recommend
the service to someone else

“The sessions with my practitioner were 100% worthwhile and so beneficial for me at a time of need. I would wholeheartedly recommend this service to anyone struggling”

Anonymous

“The GamCare team has been absolutely fantastic helping not only my husband to deal with his addiction, but also supporting me. Thank you.”

Anonymous

“You were fantastic. Saved my marriage, saved my life to be honest. Still paying back for what I did both with money and having to build trust, but I would not be where I am today without your help.”

Anonymous

“The support really helped me understand that I wasn't alone and to understand what a gambling addiction is. I could make better decisions about my reactions because I was more aware of the gambler's actions/reasons/addiction.”

Anonymous

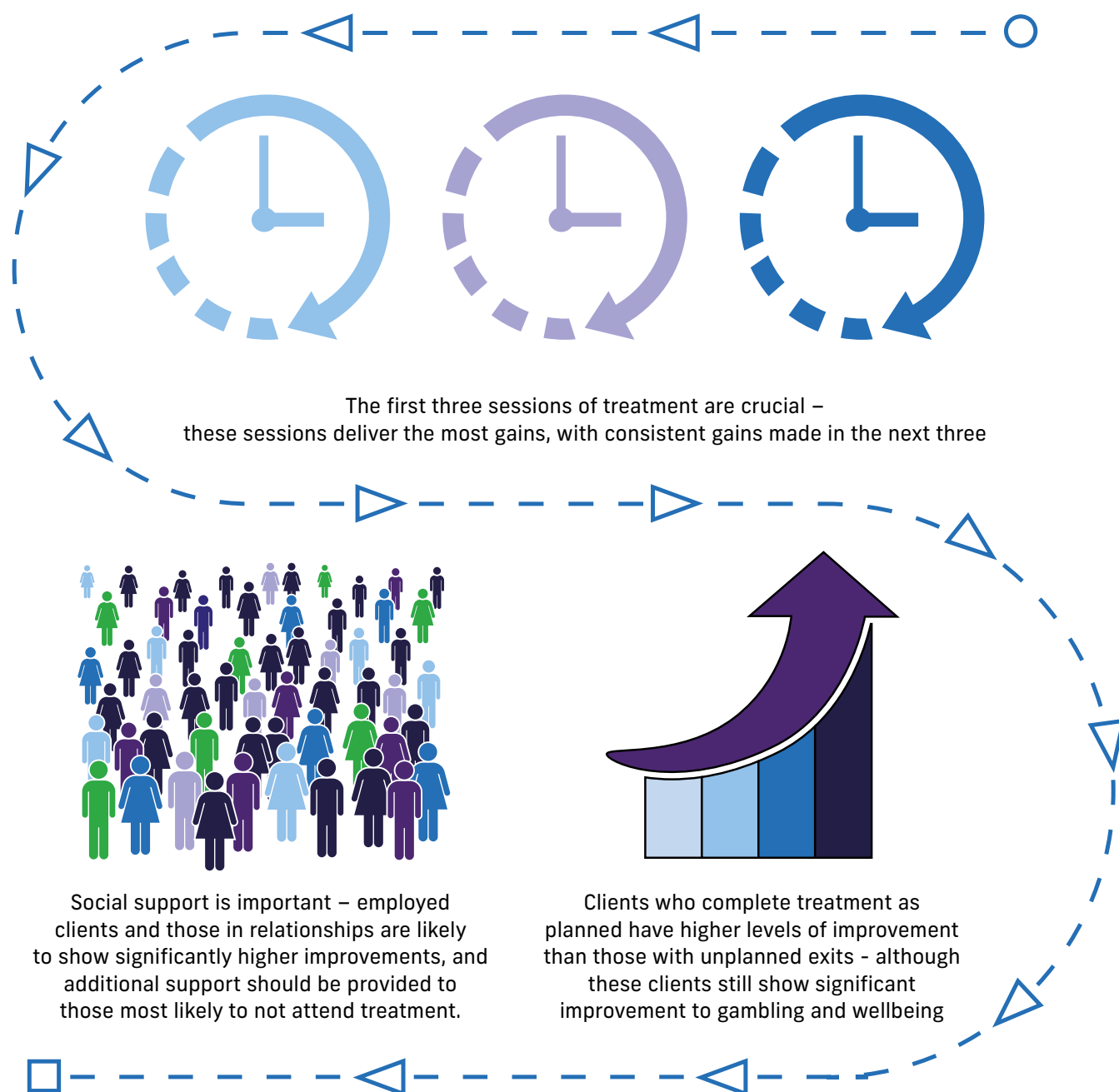
Over the year, we have seen people coming forward with lower Problem Gambling Severity Index (PGSI) scores and requiring shorter treatment journeys, which is a positive step in reducing harms. There is a slight reduction in the numbers accessing one-to-one treatment sessions but there are increases in the use of the Helpline, through tools like TalkBanStop, and in engagement with other forms of online support such as GameChange cCBT and our forums.

POSITIVE OUTCOMES

GamCare uses validated tools throughout individuals' treatment journeys (usually weekly) to measure change in gambling behaviour, risk and wellbeing - the PGSI, and the Clinical Outcomes in Routine Evaluation (CORE-10).

Our 2021/22 treatment data shows improvements in service users' progress using these measurements. The average PGSI score on completion of treatment was 3.3 (from 17.0) which is within the 'moderate' range, and for CORE-10 was 6.5 (from 17.5), within the 'healthy' range – these are evidenced-based, reliable improvements.

In July 2021, King's College London (KCL) completed in-depth analysis of GamCare's treatment data. KCL's analysis of almost 28,000 treatment records found that our treatment had a significant impact on reducing problem gambling (as assessed via PGSI risk measures) and on increasing wellbeing (as assessed via CORE-10 psychological distress measures). KCL's data-led insights into the factors affecting the effectiveness of treatment for problem gambling are valuable and include:



We have shared these findings widely via a detailed [research paper](#), summary report, webinars and media coverage, and have incorporated this new evidence into our treatment planning and delivery.

PARTNERSHIPS

We work in close collaboration with multiple partners to provide locally-embedded gambling treatment. Examples of our successful joint work in 2021/22 include:

New East Midlands Partnership

Our East Midlands service covers Nottinghamshire, Derbyshire, Lincolnshire, Leicestershire, Northamptonshire and Peterborough. We have worked together with local partners to:

- Highlight available gambling support, with support from local sporting clubs, Northampton Saints Rugby Club and Kettering Town FC, and coverage in BBC Northampton and the Northampton Chronicle and Echo.
- Provide referral pathways and awareness-raising with the charity Double Impact's Time Out Project. Commissioned by Nottingham City Council in conjunction with Public Health England, as part of wider Mental Health strategy, Time Out is exploring the local prevalence and effects of gambling problems.
- Support local authorities in Derby, Nottingham and Lincoln with insight into local gambling prevalence to increase understanding of gambling-related harm, linked to work with the East Midlands public health team on awareness-raising and screening.

New Scotland Initiatives

Since 2018, GamCare has supported over 500 people in the Glasgow area to tackle gambling-related harms. This year, some highlights of our work in Scotland were:

- Co-location with the South Community Recovery Network, which delivers peer-led, person-centred recovery support services across south Glasgow. This initiative has created new opportunities for mutual referral pathways and training.
- Delivery of a gambling-related harm workshop in partnership with Public Health Scotland, at the Glasgow City Council Gambling Summit. The workshop was created with input from GamCare's Lived Experience Forum and the audience was formed of politicians, professionals, and service users who shared lived experiences to illuminate the realities of gambling harm. The event raised awareness and strengthened referral pathways with the Glasgow Health and Social Care Partnership, including NHS Greater Glasgow and Clyde and Glasgow City Council.
- Invitation by the Gambling Policy Lead for the Scottish Government onto the Suicide Prevention Strategy roundtable discussion on Gambling Harms, which was led by Public Health Scotland.

Peer Aid

Betknowmore UK and GamCare's Peer Aid support service went from strength to strength this year, extending group support provision across the country following a successful pilot in London and the South. The service provides one-to-one and group peer support to individuals harmed by gambling, wrapping around the treatment received from GamCare. Service users are connected to trained Peer Supporters who have personal experience of gambling harms, and have moved into recovery. This year there have been 145 Peer Aid referrals from GamCare, providing access to hope and strong foundations for sustainable recovery.



This year **we supported 141 young people** and parents with specialist advice, guidance and interventions tailored to individual need and risk

We have built a new level of integration between GamCare's youth education programmes, young people's treatment, and adult support and treatment provision, ensuring that young people experience smooth transition from one specialist service to another, where needed. This has been supported by investment in staff capacity and skills.

Pathways to support for young people affected by the gambling of others, such as a parent or carer, has been an important focus this year. Review of our data evidenced the need for this targeted support and identified access barriers such as fear for the adult gambler's welfare, guilt, and shame. GamCare's young people and adult treatment teams have worked together to embed practical measures to identify, signpost and engage this vulnerable group, as illustrated by Freddie's story:

CASE STUDY – FREDDIE'S STORY

Freddie* was supported by GamCare after his step dad spent over £20,000 on gambling in a single session, with a massive impact on the family. His mum and step dad had been referred into our adult treatment service which signposted support for Freddie. Freddie was looking for ways to understand and help with his step dad's gambling. He felt relief when he understood that GamCare would help his step dad, and his worker was able to help Freddie focus on the important things in his own life – his exams, his girlfriend and his wellbeing. Freddie was supported with ways to improve his mental wellbeing, such as running and walking the dog, and with talking with his mum and step dad. Following this support, Freddie reported that he felt much better about his own mental health, had a better, more open relationship with his step dad, and overall felt more at peace with what had happened to his family.

Freddie (*name changed), a Young People's Treatment Service user

A photograph of two men sitting on a rocky cliff, looking out over a vast valley at sunset. The sun is low on the horizon, casting a warm glow over the landscape. The man on the left is wearing a dark green jacket, and the man on the right is wearing a black t-shirt and blue jeans. A purple rounded rectangle is overlaid on the lower left of the image, containing white text.

AMBITION 4:

GAMCARE'S WORK IS
SEEN AS VALUED,
TRUSTED AND EFFECTIVE

To deliver on this ambition we:

SUPPORT ALL OUR STAFF in their development, within a strong culture based on shared values

USE AND SHARE DATA, KNOWLEDGE AND INSIGHT to contribute to sector learning and development

Maintain effective systems and processes that **ASSURE SAFETY, QUALITY AND PERFORMANCE**

BUILD PARTNERSHIPS and co-create collaborative work that improves service user outcomes.

In 2021/22 our work towards this ambition included:

PEOPLE AND ORGANISATIONAL DEVELOPMENT

At GamCare, we recognise the importance of high employee engagement and we invest in our employees and potential employees. We have made significant progress in 2021/22; our latest staff survey (March 2022) was completed by 72% of staff and found that:



84%
of people feel proud
to work for GamCare



99%
believe that GamCare's work
positively impacts people's lives

“ I have only been with GamCare a short time but I have never felt more fulfilled in my work. I am busy and encouraged to test myself, without being over stretched or stressed. Overall, I feel that GamCare is a great organisation to work for and one that does real good in the community. ”
Anonymous staff survey feedback

INCLUSION AND DIVERSITY

GamCare's staff Inclusion and Diversity Action Group (IDAG - formerly the EDI Forum), continues to influence change in line with our values and commitment to staff. Our People and Quality teams have worked together to support IDAG development and establish clear IDAG aims - for GamCare to be a fully inclusive, diverse, caring and authentic employer who treats employees with respect and kindness.

Based on our staff survey, our employees are:

- **56.9%** Female, **17.5%** Male, **25.6%** prefer not to say
- **18%** with a declared disability
- **65%** White, **9%** Black or Black British, **8%** Asian or Asian British, **3%** Mixed Multiple Ethnic Groups, **15%** prefer not to say
- Evenly split across all age ranges
- 2.4 years average length of service (up from 1.8 years)

New inclusion projects undertaken this year include:

- **HEALTH AND WELLBEING PROGRAMMES** to support staff mental health and engagement
- **NEW MENOPAUSE POLICY** and approaches developed and implemented
- Discussion groups on **WOMEN'S SAFETY**
- Activities for **BLACK HISTORY MONTH**

LEARNING AND DEVELOPMENT

Our People and Organisational Development Directorate leads on ensuring that staff across GamCare are supported with their core role requirements, and their personal and professional development. This year, we maintained and enhanced this support via:

- Launch of our PULSE intranet enabling staff to easily access documents and information.
- A new GamCare corporate induction programme for all new joiners.
- Development of our Learning Management System, to manage all training requirements.
- High quality performance appraisal, undertaken with 89% of eligible staff.
- A strategic leadership programme for our Executive Leadership Team.
- New Leading@GamCare and Developing@GamCare programmes to support the development of managers and staff and embed shared values and culture.



QUALITY AND GOVERNANCE

GamCare's ongoing expansion across funding, staffing and delivery means that we need to continually review and develop our organisational infrastructure and our quality and governance systems. Driven by our specialist Quality and Innovation Directorate, this year we have effectively strengthened our organisational capacity and capability, making progress across:

- **Accreditations:** renewal of ISO 9001 and The Helpline Standard; retainment of CPD Standards Office accreditation (for delivery of continuing professional development and learning); new achievement of Youth Friendly Employer Status; in progress to achieve National Youth Agency Accreditation.
- **Quality Capacity Building:** recruitment of new, specialist posts to support data, quality and performance: Safeguarding and Risk Manager, Quality Assurance Manager and Data Protection Officer (DPO), Research and Business Insights Manager.
- **Information Governance:** continuous improvement review of Data Protection and Information Governance, including the establishment of an Information Governance Committee; appointment of Directorate-based single points of contact to support the DPO; delivery of General Data Protection Regulation (GDPR) training and agreement of Partner Network GDPR training schedule.
- **Data Recording and Analysis:** investment in data recording and analysis, including roll out of a new case management system. These changes provide us with new opportunities for data analysis and insight generation which will be used to inform pathways and practice.
- **Clinical Governance:** continuous improvement of audit, safeguarding and incident management processes, including updating of our Incident Management and Reporting Frameworks; introduction of Safeguarding learning sets; finalisation of new Clinical Audit Framework and Schedule, linked to organisational Quality and Performance Meetings. New Quality Assurance Meetings will be established in 2022/23 and these improvements will be rolled out across the Partner Network to enhance and upskill the Network's workforce.

In addition, GambleAware conducted a comprehensive Treatment Services Review, covering GamCare's Helpline, GameChange cCBT, Lead Provider, Peer Aid, and Treatment provision. Completed in late 2021, and including feedback from staff and service users, the review focused on:

- | | |
|------------------------------------|---|
| 1 Service Aim and Objectives | 6 Service User Experience & Involvement |
| 2 Service Provision | 7 Financial Sustainability |
| 3 Client Pathway | 8 Infrastructure |
| 4 Clinical Processes | 9 Governance, Structure & Processes |
| 5 Staffing, Management & Workforce | 10 Horizon Scanning |

Feedback included:

Treatment: *"Service provision is very well set up to meet its goals and the provision available for both people experiencing gambling harms themselves and affected others is excellent."*

GameChange: *"The clinical governance and reporting line is excellent."*

Helpline: *"Good processes are adopted to ensure the wellbeing of staff as well as quality assurance over delivery and coverage of staff."*

LIVED EXPERIENCE

We strive to embed service users' voices in all of GamCare's activities, and in 2021/22 we made significant progress in this area, as reflected throughout this report. To support this, we invested in restructuring our Lived Experience Team, resulting in:

- Sitting the Lived Experience team within the leadership of our Quality and Innovation Directorate, in integration with our range of continuous improvement programmes.
- Recruitment of two new Lived Experience Managers, with specialisms in Adult Engagement and Youth Participation.
- Establishment of a staff Lived Experience Steering Group to further support and develop lived experience (see Ambition 2 for more information).

The Lived Experience Manager position at GamCare is genuinely my dream job, I have seen first-hand how the work we do saves lives and changes lives, and I'm committed to giving my all to help embed and amplify the voices of people who have experienced gambling harm across all of GamCare.

Over the coming months I am looking forward to collaborating with our treatment teams and partners to improve pathways for service user engagement, and also enhancing our presence within the wider gambling harms lived experience community.

Colin Walsh, GamCare Lived Experience Manager and Adult Engagement Lead



ADULT ENGAGEMENT

GamCare's **Lived Experience Forum** brings together people with lived experience of gambling-related harms to share their experience and insights and help shape our services. In 2021/22, members:

- Worked with our Criminal Justice Programme to co-deliver Thought Leadership workshops, exploring challenges and opportunities with GamCare staff and CJS professionals.
- Supported our Women's Programme with the structure and content for a Women and Gambling Harm Workshop in collaboration with GambleAware.
- Collaborated with our Industry Services team and Nationwide Building Society on a Safer Gambling Lab on how Nationwide might support customers impacted by gambling.
- Co-delivered training and engagement sessions for the North East region in partnership with our network partner NECA, to increase professional awareness around affected others.

YOUTH PARTICIPATION



GamCare's Young People's Participation Strategy sets out our commitment to engage with young people. To support our Young People's teams to deliver on this, we have established GamCare's first **Youth Advisory Board** (YAB). The YAB and the work of its Youth Advisors across the organisation will help us to integrate the voices, opinions, and insight of young people into our work. Our YAB is licensed as a Duke of Edinburgh Award Approved Activity Provider offering young people the chance to complete the volunteering section of their Award by participating.

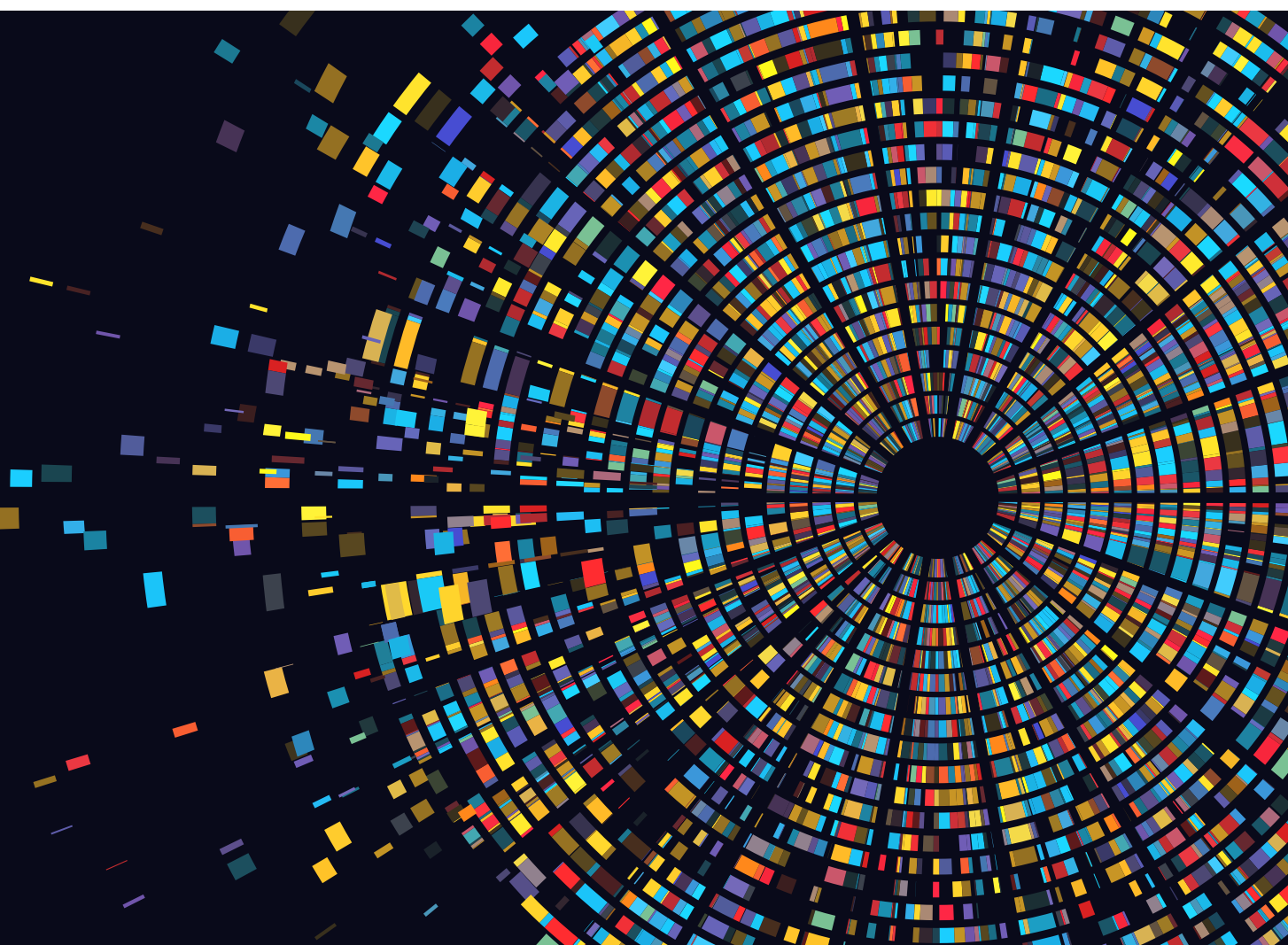
More widely, through surveys, focus groups, individual and group experience research, over 300 young people had a direct influence on service development, working on our young people's digital portal (GamWorld), BigDeal website and logo, and social media campaigns.

INSIGHT

All GamCare's departments contribute to the sector-wide drive to improve the evidence-base on gambling harms. We do this through our internal work on data, knowledge and insight, by commissioning research and evaluation, and by participating in research consortia. Internally, we have delivered improvements to our data, reporting, outcome measurement and evaluation systems and developed our data strategy. The new strategy provides clear goals and objectives to ensure that data is managed effectively and efficiently, benefiting all GamCare's work via evidence-based insights.

We have also undertaken major research and evaluation projects, for example:

- **Treatment:** King's College London (KCL) completed in-depth analysis of GamCare's treatment data, finding a significant positive impact on gambling and wellbeing (see Ambition 3 for details).
- **Women:** GamCare representation in the GambleAware-funded research consortium investigating the experience of women with lived experience of gambling, led by IFF Research; Bristol University's Personal Finance Research Centre and Geography Department.
- **Screening:** ongoing KCL-led research into the use of a single screening question by adult social care services. Funded by the NIHR, the research team includes GamCare, the University of York, the South London and Maudsley NHS Trust, and Betknowmore UK.
- **Programmes:** work with New Philanthropy Capital (NPC) as a 'Critical Friend' to programme development. Together, we have developed new impact models, including a more diverse approach to selecting evaluation and learning partners, and embedded Theories of Change.
- **Criminal Justice:** recruitment of a Learning Partner (from Staffordshire University) and Programme Consultant to support the CJ Programme team to evaluate impact, build the support requirements evidence base and identify new opportunities across the CJS.
- **Young People:** Youth Sight research into young people from minority ethnic and religious backgrounds' perspectives on gambling, risk/chance and support-seeking, delivered via a three-day online community of 18 young people, and a 300-person survey.



COMMUNICATIONS

GamCare's Policy and Communications Directorate works to raise awareness and understanding of both gambling-related harms and the full range of support and treatment available via GamCare and partners. Our communications strategy is evidence, insight and impact led, and designed to reach a wide public audience, to target under-represented and vulnerable groups, and to engage with stakeholders and policy-makers in gambling, health, justice, financial services and related sectors.

Our work in 2021/22 is threaded through this annual report, for example in our impactful campaigns to raise awareness and share insights related to Gambling Related Financial Harm, Safer Gambling Week, TalkBanStop, cryptocurrency investment, and the findings of King's College London's research into the effectiveness of GamCare's treatment provision. Further examples of our successful communications work include:

CAMPAIGNS

We coordinated multiple media campaigns, engaging with target audiences on:

- **Sports:** 40+ media pieces highlighting support available during the delayed Euro 2020.
- **Local support:** awareness-raising across the East Midlands, Leeds and Glasgow.
- **GamCare awareness:** 8.6 million people reached as part of our brand campaign.
- **Freshers' week:** 28,000 views of our BigDeal website via Snapchat and TikTok media.
- **Christmas:** 45 media pieces highlighting the 24/7 support available over the festive period.



STAKEHOLDER ENGAGEMENT

We worked to engage with policy, practice and industry leads on the Gambling Act Review, building on and sharing the findings from our related survey of people identifying as problem gamblers, and those affected by a loved one's gambling. This included meetings with current and shadow Gambling Ministers and the CEOs and Chairs of major gambling operators.



SECTION 3

LOOKING AHEAD

2022 is GamCare's 25th anniversary. On reaching this milestone, we are recognising the work of the last quarter century, while looking forward to ensure that we can continue in our mission of supporting more people harmed by gambling and minimising gambling-related harm. We will make good use of this opportunity to raise awareness of our cause, strengthening engagement with our staff and stakeholders, and underlining the complex needs that drive our ever-evolving provision of services and support.

In the course of the year, the Gambling Act 2005 Review will progress with the publishing of a White Paper setting out the Government's proposals. This key event will impact our future plans, and we will work with service users, staff and partners to respond proactively to emerging developments.

Our three-year strategy and ambitions will continue to guide our work, supported by our detailed 2022/23 business plan. Looking ahead, some of our top priorities for the year ahead are:

SERVICE DEVELOPMENT AND QUALITY

We will continue to develop and deliver high-quality services that are accessible, inclusive, and driven by lived experience. Our plans include analysis and continuous improvement of service pathways, and community consultation to tackle engagement barriers. Alongside this, we will roll out exciting new projects across prevention, support and treatment. Examples include: Armed Forces development, our new Trained Associate model, the English Youth Education Hub, and our Money Guidance Service which will offer new support on financial issues, tailored to those affected by gambling harms.

DIGITAL TRANSFORMATION

GamCare is undergoing a digital transformation. Evidence from help-seeking behaviours, the Covid-19 pandemic and service user expectations, has underlined the need for us to deliver a more personalised, intelligent and engaging support experience. The first phase started in late 21/2022 with engagement of a digital agency to rebuild our website with an integrated chatbot, onboarding platform and personalised user area. Across 2022/23 and beyond, this long-term work will enable future service delivery, expand our reach, and embed better technology that enhances recovery from gambling harms.

STAFF ENGAGEMENT AND INCLUSION

GamCare's people strategy will see us invest in our people, providing greater support and development to our existing staff and raising our profile as an employer of choice to potential staff. Embracing inclusion is a key goal and, led by our staff Inclusion and Diversity Action Group, we will undertake a health check to inform the development of a new two-year inclusion and diversity action plan, ensuring that our staff are engaged, well-supported, and representative of the many communities we serve.

SUSTAINABILITY PLANNING

Our grant agreement with GambleAware is due for renegotiation in 2022/23 and while we are hopeful for increased investment in response to need, this negotiation takes place in the context of GamCare's wider work on long-term income security. Meaningful service development requires lasting investment and we are acting to secure a diverse and sustainable funding mix to enable us to maintain and build on our work towards our mission.

A background image showing a hand holding a black credit card over a laptop keyboard. The image is slightly blurred and has a dark overlay at the bottom where the text is located.

SECTION 4

FINANCIAL REVIEW AND GOVERNANCE

This year our overall income was £15.8m, a significant increase on the previous year's income of £13.4m. We continued to receive the majority of our funding from GambleAware, who in 2021/22 granted total funding of £8.7m (2020/21: £8.3m) to support our primary activities relating to our National Gambling Helpline and treatment services. GamCare continued to benefit from other income sources such as training, the Safer Gambling Standard and donations.

The overall result was a surplus of £1,046k (2020/21: £188k) for the year, comprising unrestricted funds surplus before transfers of £751k (2020/21: £387k) and restricted funds surplus of £295k (2020/21: £199k deficit).

Following transfers between funds, the reserves balances as at 31 March 2022 comprise unrestricted funds of £2,794k (2021: £2,052K) and restricted funds of £1,173k (2021: £871k); included within unrestricted funds are designated funds of £36k (2021: £26k).

More detail on the purposes of restricted funds can be found at note 14 to the financial statements.

RESERVES POLICY AND GOING CONCERN

GamCare operates a risk-based Reserves Policy and aims to maintain reserves to allow continuity of operations for six months in the event of funding ceasing. It allows for the known liabilities that arise on the cessation of services and operations such as redundancies and lease commitments, and a contingent element to ensure a responsible cessation of operations can be made.

The Reserves Policy is set by the trustees with a clear understanding of likely future income streams and also the risks faced by GamCare. It is reviewed on an annual basis in the first quarter of each financial year (April – June) following the agreement of the annual budget, and the required level of reserves is recalculated at this point.

In line with the Charity Commission's guidance, 'free reserves' is defined as the unrestricted, undesignated fund which is not represented by GamCare's fixed assets. The required level of reserves has been calculated on this basis at £2.0m (2021: £1.9m). As of 31 March 2022, free reserves amount to £2.7m (2021: £1.95m), being above the reserves policy level set by the Board.

In keeping with the prior year's results, GamCare has achieved growth in free reserves by expanding its operations, achieving good results from its income generating activities, and carefully managing its costs. Although our income has not been significantly affected by the Covid-19 pandemic, we are continually monitoring and forecasting our reserves position to ensure we are well-placed if any future impact might occur.

Our grant agreement with GambleAware runs until March 2023, providing stability at the current time; furthermore, GambleAware have provided a strong commitment to GamCare that they will continue to work with GamCare beyond March 2023. In the light of the healthy reserves position, the Board of Trustees consider that adequate resources continue to be available to fund the activities of GamCare for at least the next 12 months, and therefore consider the charity to be a going concern for the foreseeable future.

REMUNERATION POLICY

GamCare carries out an external remuneration benchmark survey periodically comparing us to similar-sized organisations. Salaries are reviewed in relation to this benchmark. Similarly, the benchmark survey is used by the trustees in reviewing the executive leadership team pay-bands on a bi-annual basis.

RISK MANAGEMENT

The trustees and the executive leadership team regularly review the risks to which GamCare is exposed and are satisfied that it operates systems to mitigate these risks. A Risk Register is maintained by the executive leadership team throughout the year, and is reviewed at quarterly meetings by the People, Culture and Communications Committee, the Clinical and Quality Governance Committee, the Audit and Risk Committee, and the Board of Trustees.

All employees undertake appropriate training and are regularly supervised. Adequate professional indemnity insurance cover has been taken to cover employees carrying out work for and on behalf of GamCare; this includes any claim resulting from alleged or actual abuse.

The major risks to the charity include:

- **Outcome of Gambling Act Review:** there is a range of reputational, financial and positioning risks associated with different possible outcomes of the Gambling Act Review that may impact upon how we are funded. In mitigation, we are engaged in scenario planning for a number of potential outcomes as well as engaging with key stakeholders.
- **Financial risks:** There is a risk around financial sustainability associated with a changing funding environment for the sector. In mitigation, we are planning for diversifying our income streams based

upon an updated finance strategy for 2023 onwards, forming relationships with new potential funders and donors, building upon the existing relationships with key funders into the longer term with a view to longer-term contracts, and creating new customers for our earned income streams.

- **Lack of agility:** there is a risk that we may not be able to respond fast enough to the rapidly changing external environment, which would include the risk of increased competition within our charitable sector. In mitigation, we are undertaking a review of our organisational design to ensure we are appropriately configured for growth, agility, and securing new opportunities as they present themselves.
- **Renegotiation of GambleAware funding agreements:** a significant number of our grants agreements with GambleAware come to an end in March 2023; new funding and/or commissioning arrangements may impact upon our organisational structure. In mitigation, we are engaged with GambleAware management to build a stable future relationship that delivers on our overlapping charitable objectives.
- **Digital transformation:** we are at risk of not keeping step with technological developments in our area of charitable work, and we may not possess in-house all the necessary skills to effect the required transformation. In mitigation, we have formed a strong relationship with a digital developer around an updated digital strategy for GamCare, thereby ensuring expertise is in place to help use to best effect the capital funding which has been secured; we are also seeking Board level experience in this area.
- **People:** there are risks around attraction, retention, competency and wellbeing of staff that might impact upon our charitable delivery, as well as the compliance risk associated with increasing staff numbers. In mitigation, we are completing a programme of work to improve our 'employer brand' and ensure we are a desirable place to work, with enhanced staff retention. Examples of areas covered by this work are: increasing our employee representation in the decision-making process where practicable; mapping training requirements to project plans; reviewing staff benefits where feasible to attract new talent; improving the quality of internal communication and employee engagement platforms which support hybrid and mixed location working.
- **Compliance:** compliance risks may arise in complex areas such as data protection, systems security, and health and safety for a hybrid-working and remotely based staff. In mitigation, we have a Data protection Officer and are closely monitoring the methods of data collection and processing, with mandatory staff training at all levels; training staff in matters of cyber risk and putting in place the tools to enable Cyber Security Essentials accreditation; disseminating financial knowledge through clear internal guidance on our controls and processes; we are engaging external expertise on matters of health and safety for both office and home-based staff; we have achieved ISO9001 and call-centre quality mark accreditation.
- **Emerging sector needs:** there are emerging needs for which we presently do not possess the resources to support. In mitigation, we continue to seek specific funding for new areas of charitable work and for addressing the particular health inequalities relevant to our charitable mission.

For each of the risks and mitigations identified, a comprehensive management plan is developed to ensure that we monitor our progress, and thereby protect against adverse impacts where possible.

GRANT-MAKING POLICY

Grants are made to beneficiary organisations (namely, our partner network) for the purpose of delivering treatment to service users across Great Britain. The criteria for making grants to these organisations include: consideration of their ability to deliver clinically effective treatment to beneficiaries; their ability to deliver local treatment and engage with local communities; meeting due diligence criteria around effective organisational and clinical governance; and holding sufficiently robust finances to provide continuity of treatment. We provide ongoing grant management of these organisations to ensure effective delivery, reporting, governance and compliance.

STRUCTURE, GOVERNANCE AND MANAGEMENT

GamCare is a registered charity and a company limited by guarantee. The company is registered at Companies House, registration number 03297914. The company is also a registered charity in England and Wales (registration number 1060005), and in Scotland (registration number SC050547). The governing document is the Memorandum and Articles of Association, which establishes the objects and powers of the charitable company.

Trustees are identified and appointed by the Board. On appointment, trustees are given an induction pack and training which details their role and responsibilities as trustees and orients them in terms of our services, operations and key staff. Trustees take overall responsibility for setting the mission, the strategy and objectives of the organisation, monitoring performance and managing risk.

Management of the organisation is delegated to the Chief Executive Officer, who leads on implementing the strategy and providing a quarterly performance report to the Board. The trustees and executive leadership team comprise the key management personnel of the charity; the executive leadership team is in charge of directing and operating GamCare on a day-to-day basis.

The Board meets four times each year and is supported by the work of the Audit and Risk Committee, the Clinical and Quality Governance Committee, and the People, Culture and Communications Committee, which also meet four times each year.

GamCare makes use of a network of treatment provider organisations who deliver therapeutic gambling treatment nationwide. Grants are made to these organisations, and performance managed through a grant agreement.

In 2021/22, the organisation had an average of 158 full-time equivalent employees (2020/21: 144); see note 8 for further information.

FUNDRAISING STATEMENT

In 2021/22, 54.9% of GamCare's income (2020/21: 62%) was through charitable activities commissioned by GambleAware.

The remainder of GamCare's income for the year comprised the following: direct donations to GamCare were 41% (2020/21: 30%), other grants and sources were 1% (2020/21: 6%) and unrestricted income earned from training and accreditation services was 3.5% (2020/21: 2%).

Whilst we do accept donations from the general public, we do not solicit donations from the general public through third-party fundraisers and we have not received any complaints in respect of our fundraising activities in 2021/22.

We are compliant with the General Data Protection Regulation and all relevant codes of conduct for our fundraising activities.

PUBLIC BENEFIT

Our trustees have complied with their duty under Section 17 of the Charities Act 2011 to have due regard to public benefit guidance as published by the Charity Commission for England, Wales and the Office of the Scottish Charity Regulator. All of the charity's activities are designed to deliver the public benefits described in its charitable objects. The Board regularly reviews our strategy, plans and performance.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees, who are also directors of GamCare for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of its income and expenditure for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards, including FRS 102, have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that GamCare will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Each of the trustees confirms that at the date of the approval of this Report:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustee has taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006. The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

AUDITORS

The external auditors, Buzzacott LLP, are deemed to be appointed in accordance with Section 487 (2) of the Companies Act 2006.

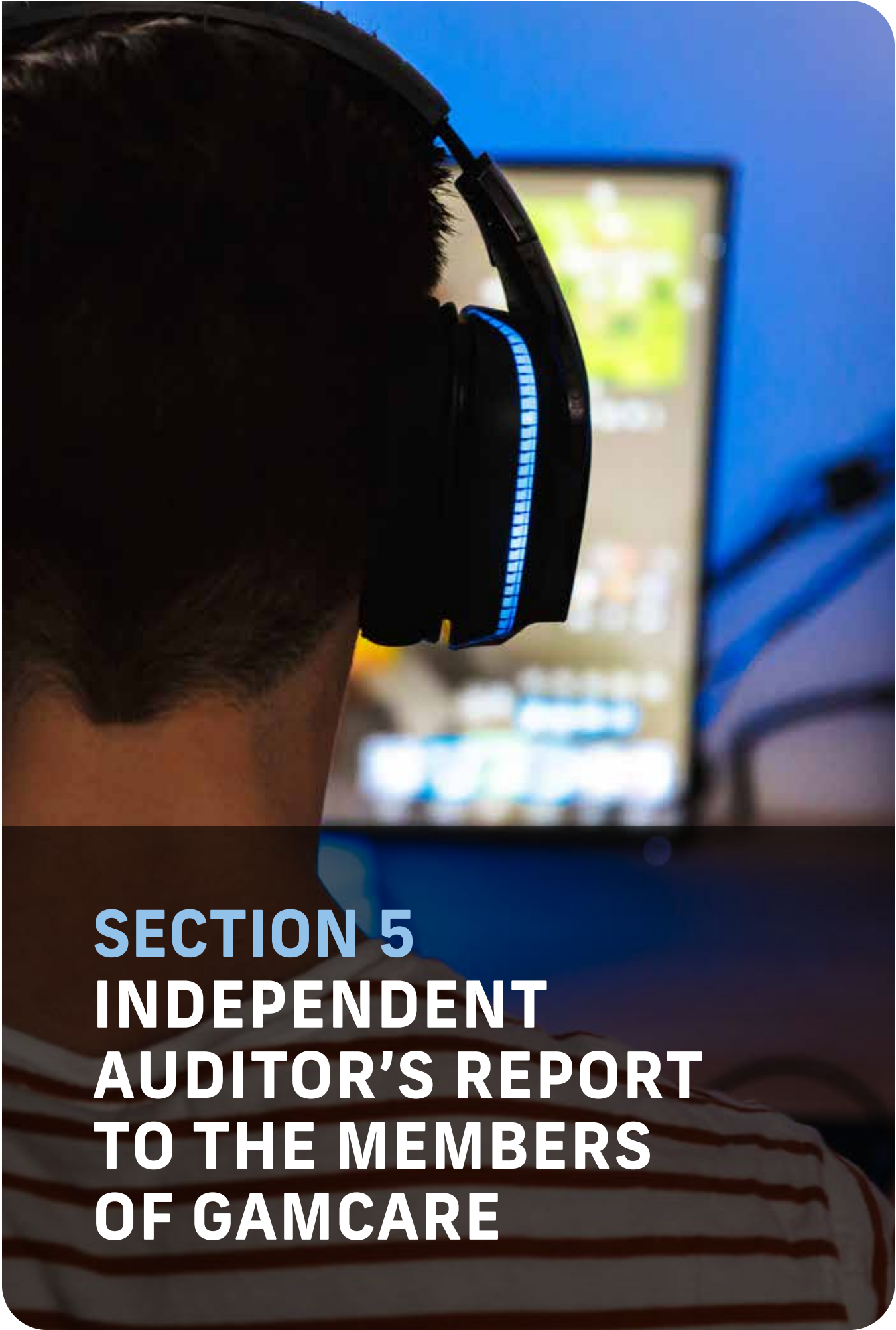
This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

This report, including the Strategic Report, was approved by the Board of Trustees on 14 September 2022 and was signed on their behalf by:



Dominic Harrison

GamCare Trustee and Chair of the Audit and Risk Committee

A person is shown from the back, wearing a black headset with a glowing blue light bar. They are looking at a computer monitor which displays a bright, colorful image. The room is dimly lit, with the primary light source being the screen and the headset's light.

SECTION 5

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF GAMCARE

OPINION

We have audited the financial statements of GamCare (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows, the principal accounting policies and the notes to the financial statements. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of the charitable company's income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

OTHER INFORMATION

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report and Financial Statements, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which is also the directors' report for the purposes of company law, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report, which is also the directors' report for the purposes of company law, including the strategic report, has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report, including the strategic report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report if, in our opinion:

- adequate accounting records have not been kept by the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

How the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the Senior Statutory Auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the Charities Act 2011, Companies Act 2006, Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006, Gambling Commission compliance, data protection legislation, anti-bribery, safeguarding, employment, health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.
- we assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:
- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and

- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions; and
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias;

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of trustee meetings;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing any available correspondence with HMRC and the company's legal advisors where applicable.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

USE OF OUR REPORT

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the charity's trustees as a body, in accordance with Section 44(1) (c) of the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.




Hugh Swainson
(Senior Statutory Auditor)

6th October 2022

For and on behalf of Buzzacott LLP, Statutory Auditor

130 Wood Street, London, EC2V 6DL

A photograph of a man and a woman walking away from the camera in a forest. The woman is on the left, wearing a dark blue quilted jacket with a white and red patterned collar and a white knit hat with a red pom-pom. The man is on the right, wearing a brown parka with a fur-lined hood. They are walking on a path with trees in the background. The text "SECTION 6 FINANCIAL INFORMATION" is overlaid on the bottom left of the image.

SECTION 6

FINANCIAL INFORMATION

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

For the year ended 31 March 2022

	Note	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £
Income							
Donations	2a	992,354	5,462,606	6,454,960	638,834	3,337,692	3,976,526
Charitable activities	2b	546,947	8,777,306	9,324,253	318,677	9,073,680	9,392,357
Investment income		1,650	-	1,650	7,785	-	7,785
Total income		1,540,951	14,239,912	15,780,863	965,296	12,411,372	13,376,668
Expenditure							
Charitable activities	3	790,100	13,945,303	14,735,403	578,012	12,610,519	13,188,531
Total expenditure		790,100	13,945,303	14,735,403	578,012	12,610,519	13,188,531
Net income (expenditure)		750,851	294,609	1,045,460	387,284	(199,147)	188,137
Transfers between funds	14	(8,268)	8,268	-	(70,971)	70,971	-
Net movement in funds for the year		742,583	302,877	1,045,460	316,313	(128,176)	188,137
Reconciliation of funds							
Total funds brought forward	14	2,051,751	870,540	2,922,291	1,735,438	998,716	2,734,154
Total funds carried forward		2,794,334	1,173,417	3,967,751	2,051,751	870,540	2,922,291

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

BALANCE SHEET

As at 31 March 2022

	Note	2022 £	2021 £
Fixed Assets			
Intangible assets	9	51,601	47,143
Tangible assets	10	19,908	55,583
Total Fixed Assets		71,509	102,726
Current assets			
Debtors	11	3,305,802	2,803,254
Short term deposits		1,203,484	1,201,036
Cash at bank and in hand		6,649,130	5,808,676
Total Current Assets		11,158,416	9,812,966
Liabilities			
Creditors: amounts falling due within one year	12	(7,262,174)	(6,993,401)
Net Current Assets		3,896,242	2,819,565
Net Assets		3,967,751	2,922,291
The funds of the charity:			
Restricted funds	14	1,173,417	870,540
Designated funds	14	35,866	26,262
Unrestricted funds	14	2,758,468	2,025,489
Total Charity Funds		3,967,751	2,922,291

The notes on pages 58 to 68 form part of these financial statements.

Approved by the Board, and authorised for issue, on 14 September 2022 and signed on behalf of the Board by:



Dominic Harrison

Chairman of the Audit Committee

GamCare: a company limited by guarantee

Company registration number 03297914 (England & Wales)

STATEMENT OF CASH FLOWS

For the year ended 31 March 2022

	Note	2022 £	2021 £
Cash provided by operating activities	17	867,795	3,929,691
Cashflows from investing activities			
Interest Income		1,650	7,785
Purchase of tangible fixed assets	10	(4,075)	-
Cash at bank and in hand		6,649,130	5,808,676
Total Current Assets		11,158,415	9,812,966
Liabilities			
Creditors: amounts falling due within one year	12	(7,262,174)	(6,993,401)
Purchase of intangible fixed assets	9	(22,468)	(33,826)
Cash used in investing activities		(24,893)	(26,041)
Increase in cash at bank and in hand in the year		842,902	3,903,650
Cash at bank and in hand at the beginning of the year		7,009,712	3,106,062
Cash at bank and in hand at the end of the year		7,852,614	7,009,712

GamCare does not have any borrowings or lease obligations. Net debt consists therefore of the cash at bank and in hand.

NOTES TO THE FINANCIAL INFORMATION

NOTE 1: ACCOUNTING POLICIES

(a) Basis of accounting

These financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (SORP) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Accounting Practice. GamCare is a public benefit entity for the purposes of FRS 102.

Going concern

The Board of Trustees has assessed whether the use of the going concern basis is appropriate; it has considered possible events or conditions that might cast significant doubt on the ability of GamCare to continue as a going concern. The Board has made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the Board has considered GamCare's forecasts and projections and has taken account of any potential adverse impact on donations and funding income and the context of the post pandemic economic environment. The Board notes that our grant agreement with GambleAware runs until March 2023, and that this provides stability at the current time. Furthermore, it notes that GambleAware has provided a written commitment to GamCare under which it will continue to work with GamCare beyond March 2023. In the light of these facts and the current reserves position, the Board considers that adequate resources continue to be available to fund the activities of GamCare for at least the next twelve months, and therefore considers the charity to be a going concern for the foreseeable future.

(b) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Designated funds are unrestricted funds that have been set aside by the trustees for a particular purpose. Restricted funds are subject to restrictions on their expenditure imposed by the donor or grantor.

(c) Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy and receipt is probable. The following specific policies are applied to categories of income: Income from donations is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. When specific performance conditions exist, income is deferred until the performance conditions are met. Income from investment is recognised when receivable.

(d) Support costs

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any Value Added Tax which cannot be fully recovered, and is reported as part of the expenditure to which it relates. Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly where possible, and the remainder are apportioned on an appropriate basis such as time and usage.

(e) Tangible and intangible fixed assets

Tangible and intangible fixed assets excluding any investments are stated at cost less accumulated depreciation and amortisation. The costs of minor additions or those costing below £1,000 are not capitalised. Depreciation and amortisation is provided at rates calculated to write off the cost of each asset over its expected useful life. Fixtures, fittings and equipment are written off over 3 years. IT equipment and software are written off over 3 years.

(f) Operating leases

Rental payable under operating leases are charged against income on a straight-line basis over the lease term basis.

(g) Pensions

GamCare contributes to a defined contribution scheme for the benefit of its employees. Contributions payable are charged to the Statement of Financial Activities in the year in which they become payable to the scheme.

(h) Critical accounting estimates and areas of judgement

In preparing these financial statements, the Trustees have made significant estimates and judgements in the following areas:

- Estimating the expected useful economic life of tangible and intangible fixed assets for the purposes of determining the annual depreciation and amortisation charges;
- Determining the value for the provision for dilapidations on leasehold property;
- Determining the allocation of support costs across charitable activities;
- Determining whether there are performance related conditions including time related conditions within funding agreements when applying the charity's accounting policy related to the recognition of income; and
- Estimating future income and expenditure flows for the purpose of assessing going concern (see above).

No other judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any other estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

(i) Debtors

Debtors are recognised at their settlement amount, less any provision for non-recoverability. Prepayments are valued at the amount prepaid and have been discounted to the present value of the future cash receipt where such discounting is material.

(j) Cash at bank and in hand and short term deposits

Cash at bank and in hand represents such accounts and instruments that are available on demand or have a maturity of less than three months from the date of acquisition. Deposits for more than three months but less than one year have been disclosed as short term deposits.

(k) Creditors and provisions

Creditors and provisions are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Creditors and provisions are recognised at the amount GamCare anticipates it will pay to settle the debt and are discounted to the present value of the future cash payment where such discounting is material.

(l) Financial instruments

The only financial instruments held by the charity constitute payables and receivables. These are categorised as 'basic' in accordance with section 11 of FRS 102 and are initially recognised at transaction price. These are subsequently measured at transaction price less any impairment.

(m) Taxation

The company is a charity under the Finance Act 2010 (schedule 6, paragraph 1) definition. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains within categories covered by the Corporation Tax Act 2010 (part 11, chapter 3) or the Taxation of Chargeable Gains Act 1992 (section 256), to the extent that such income or gains are applied exclusively to charitable purposes. No tax charge arose in the period.

NOTE 2: INCOME

2022 income

	Unrestricted £	Designated £	Restricted £	2022 Total £
2a. Donations				
Public / institutional	992,354	-	5,462,606	6,454,960
Total donations	992,354	-	5,462,606	6,454,960

2b. Charitable activities

Other income: Audit and training fees	546,947	-	-	546,947
Grants:				
GambleAware grants	-	-	8,666,316	8,666,316
Other grants	-	-	110,990	110,990
Total income from charitable activities	546,947	-	8,777,306	9,324,253

	Unrestricted £	Designated £	Restricted £	2022 Total £
2021 income				
2a. Donations				
Public / institutional	612,572	26,262	3,337,692	3,976,526
Total donations	612,572	26,262	3,337,692	3,976,526

2b. Charitable activities

Other income: Audit and training fees	307,799	-	-	307,799
Other income	10,878	-	1,500	12,378
Grants:				
GambleAware grants	-	-	8,347,197	8,347,197
Other grants	-	-	724,983	724,983
Total income from charitable activities	318,677	-	9,073,680	9,392,357

NOTE 3: ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

2022 charitable expenditure	Activities undertaken directly	Grant funding of activities	Support costs	Other	2022 Total
	£	£	£	£	£
Activity					
Clinical services	5,192,246	3,356,553	1,092,227	-	9,641,026
Outreach services	2,098,829	1,750,145	323,570	-	4,172,544
Auditing and training	805,471	-	116,362	-	921,833
	8,096,546	5,106,698	1,532,159	-	14,735,403

2021 charitable expenditure	Activities undertaken directly	Grant funding of activities	Support costs	Other	2021 Total
	£	£	£	£	£
Activity					
Clinical services	4,505,631	3,816,346	867,501	-	9,189,478
Outreach services	1,930,892	1,095,083	272,856	-	3,298,831
Auditing and training	619,145	-	81,077	-	700,222
	7,055,668	4,911,429	1,221,434	-	13,188,531

NOTE 4: ANALYSIS OF GOVERNANCE AND SUPPORT COSTS

2022 governance and support costs	Management	Central administration	Finance	ICT	HR	2022 Total
	£	£	£	£	£	£
Activity						
Clinical services	264,333	188,377	257,541	98,189	283,787	1,092,227
Outreach services	67,587	51,664	65,851	35,594	102,874	323,570
Auditing and training	25,221	21,105	24,573	11,687	33,776	116,362
	357,141	261,146	347,965	145,470	420,437	1,532,159

2021 governance and support costs	Management	Central administration	Finance	ICT	HR	2021 Total
	£	£	£	£	£	£
Activity						
Clinical services	287,178	132,427	244,675	28,152	175,069	867,501
Outreach services	71,346	34,833	91,051	10,476	65,150	272,856
Auditing and training	21,703	22,629	20,073	2,309	14,363	81,077
	380,227	189,889	355,799	40,937	254,582	1,221,434

Included within support costs are governance costs of £15,581 (2020/21: £14,712)

NOTE 5: ANALYSIS OF GRANTS

	2022	2021
	£	£
Treatment provider network organisations		
North	1,635,777	1,606,724
Midlands	532,482	676,348
South	1,018,699	1,400,160
Scotland and Wales	578,748	538,467
Other programme grants		
National Programme Grants	1,340,992	689,460
	5,106,698	4,911,159

NOTE 6: TRUSTEE EXPENSES

Travel, office and subsistence costs amounting to £1,481 (2020/21: £nil) were reimbursed to no trustees (2020/21: none).

The Chair (current and retiring) of the Board of Trustees received honorarium payment totalling £34,285 (2020/21: £25,000) in accordance with the GamCare's Articles of Association as covered by clauses 11.5 and 15.3.

No other trustees received any remuneration during the year (2020/21: £0).

NOTE 7: NET INCOME FOR THE YEAR

Net income is stated after charging:

	2022	2021
	£	£
Auditor's remuneration: audit fees	14,400	14,040
Auditor's remuneration: non audit services	2,130	-
Depreciation	39,750	38,926
Amortisation	18,010	29,998
Leases	226,617	216,593

NOTE 8: ANALYSIS OF STAFF COSTS AND THE COST OF KEY MANAGEMENT PERSONNEL

	2022	2021
	£	£
Salaries and wages	5,351,654	4,527,970
Social security costs	529,307	435,856
Pension contributions	300,044	255,804
	6,181,005	5,219,630

The average number of employees is	188	152
The average FTE employees is	158	144

The number of employees whose total employee benefits excluding pension contributions were in excess of £60,000 were as follows:

	2022	2021
	£	£
£60,001 - £70,000	2	2
£70,001 - £80,000	1	1
£80,001 - £90,000	3	-
£110,001 - £120,000	1	1

All key management personnel accrue pension benefits under defined contribution pension schemes. Total pension contributions paid for these employees were £36,811 (2020/21: £26,640).

The total employment benefits of the key management personnel including employer's pension and National Insurance contributions were £781,797 (2020/21: £573,433). The key management personnel comprise the trustees and directors listed on page 2.

Payments totalling £41,066 (2020/21: £13,250) were made in the year in respect of termination settlements.

NOTE 9: INTANGIBLE FIXED ASSETS

	Computer software
Asset cost	£
As at 1 April 2021	147,262
Additions	22,468
Disposals	(57,696)
As at 31 March 2022	112,034
Accumulated amortisation	
As at 1 April 2021	100,119
Charge for year	18,010
Disposals	(57,696)
As at 31 March 2022	60,433
Net book value	
As at 1 April 2021	47,143
As at 31 March 2022	51,601

NOTE 10: TANGIBLE FIXED ASSETS

	Fixtures, fittings and equipment	Computer and ICT equipment	Total
Asset cost	£	£	£
As at 1 April 2021	89,689	46,694	136,383
Additions	-	4,075	4,075
Disposals	-	(15,972)	(15,972)
As at 31 March 2022	89,689	34,797	124,486
Accumulated depreciation			
As at 1 April 2021	44,844	35,956	80,800
Charge for year	29,896	9,854	39,750
Disposals	-	(15,972)	(15,972)
As at 31 March 2022	74,740	29,838	104,578
Net book value			
As at 1 April 2021	44,845	10,738	55,583
As at 31 March 2022	14,949	4,959	19,908

NOTE 11: DEBTORS

	2022 £	2021 £
Trade debtors	2,966,686	2,167,417
Other debtors	1,162	1,232
Prepayments and accrued income	337,954	634,605
	3,305,802	2,803,254

NOTE 12: CREDITORS

	2022 £	2021 £
Trade creditors	89,591	114,650
Other creditors	35,149	33,166
Accruals	211,066	162,497
Deferred income	6,752,445	6,561,600
Taxation and social security	173,923	121,488
	7,262,174	6,993,401

NOTE 13: ANALYSIS OF NET ASSETS BETWEEN FUNDS

2022 Analysis of net assets between funds

	Unrestricted Fund £	Designated Fund £	Restricted Funds £	2022 Total Funds £
Intangible fixed assets	36,121	-	15,480	51,601
Tangible fixed assets	13,936	-	5,972	19,908
Net assets	2,708,411	35,866	1,151,965	3,896,242
	2,758,468	35,866	1,173,417	3,967,751

2021 Analysis of net assets between funds

	Unrestricted Fund £	Designated Fund £	Restricted Funds £	2022 Total Funds £
Intangible fixed assets	33,000	-	14,143	47,143
Tangible fixed assets	38,908	-	16,675	55,583
Net assets	1,953,581	26,262	839,722	2,819,565
	2,025,489	26,262	870,540	2,734,154

NOTE 14: MOVEMENT IN FUNDS

	As at 1 April 2021	Income	Expenditure	Transfer	As at 31 March 2022
	£	£	£	£	£
Restricted funds:					
Clinical services	763,355	9,442,760	(9,641,026)	-	565,089
Outreach Services	64,372	4,664,141	(4,172,544)	8,268	564,237
Safer Gambling Standards	42,813	133,011	(131,733)	-	44,091
Total restricted funds	870,540	14,239,912	(13,945,303)	8,268	1,173,417
Designated fund	26,262	66,225	(56,621)	-	35,866
Unrestricted funds	2,025,489	1,474,726	(733,479)	(8,268)	2,758,468
Total unrestricted funds	2,051,751	1,540,951	(790,100)	(8,268)	2,794,334
Total funds	2,922,291	15,780,863	(14,735,403)	-	3,967,751

Designated funds of £35,866 (2020/21 £26,262) will be spent in 2022/23 in furtherance of our Worksafe programme.

A funds transfer of £8,268 (2020/21 £70,971) represents an amount of overhead cost apportioned to a restricted charitable activity which has been met from unrestricted funds.

Purpose of restricted funds

Clinical services

Our clinical services offer support and treatment to people with gambling problems and affected others. We deliver a range of treatment services directly, and also indirectly through a partner network across England, Scotland and Wales. These activities are funded by grant-making bodies and also through donations provided by operators and the general public.

Outreach services

Our outreach services deliver education, prevention and engagement activities to those at risk of gambling harms. These services include a national youth education programme as well as a women's outreach programme. Our activities aim to raise awareness of gambling issues, and also to facilitate access to support.

Safer Gambling Standards

The Safer Gambling Standard is a quality mark for gambling operators who adopt specific playing protection measures and safer gambling approaches. Our operator training is aimed at customer interaction to reduce or prevent gambling harms, and to facilitate wider access to support.

NOTE 15: COMMITMENTS UNDER OPERATING LEASES

GamCare is committed to future minimum payments under non-cancellable operating leases as follows:

	2022 Land and Buildings £	2022 Other £	2021 Land and Buildings £	2021 Other £
Payments due				
Within one year	73,014	13,155	205,000	4,922
Between 2 and 5 years	-	10,420	102,500	14,766
Total restricted funds	73,014	23,575	307,500	19,688

NOTE 16: RELATED PARTY TRANSACTIONS

No transactions with related parties were made during the year (2020/21: £nil). Transactions with trustees are disclosed in note 6.

NOTE 17: RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net movement in funds	1,045,460	188,137
Add back depreciation charge	39,750	38,926
Add back amortisation charge	18,010	29,998
Deduct interest income shown in investing activities	(1,650)	(7,785)
 (Increase) in debtors	 (502,548)	 (408,040)
Increase in creditors	268,773	4,088,458
 Net cash provided by operating activities	 867,795	 3,929,694