

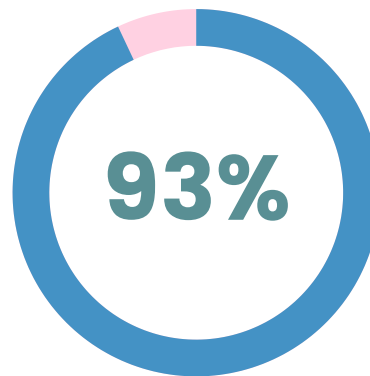
# Gambling Service 2020-21



**852** Client interactions

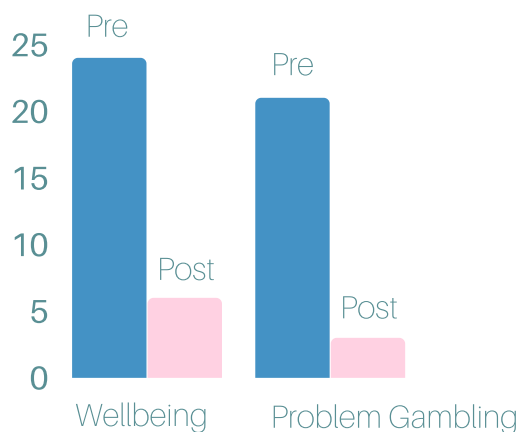


**100%**  
Would recommend the service to someone else



93% of clients had planned endings

Average wellbeing and problem gambling scores improved by a reduction of 18 points on exit from service (scores under 3 are most ideal)



"My counsellor allowed me to take things at my own pace. She never gave up on me. Slowly I became more comfortable with my counsellor and was able to talk and actually be honest about how I felt"

"My counsellor was calm and friendly, down to earth, and extremely patient...I felt empowered for the first time in my life and genuinely actually believed in myself"



## Young People's Outreach Service



**490**  
Young people seen in Wales



**1,732**  
Professionals attended workshops



**395**  
Young people seen in England

**151**

Organisations delivered to across England & Wales

"That was the first Zoom training session I have done with the class and it worked beautifully! The students could engage, could see and hear you clearly. It really was the optimum method of delivering the content."

Feedback from teacher