



Gambling Service 2021-22

Ara Gambling Service provides support to anyone affected by gambling harms across Wales and the South West. The service includes free 1:1 counselling and resources for gamblers and affected others. We also deliver a project to improve BAME accessibility to treatment, a criminal justice project and a youth outreach programme.

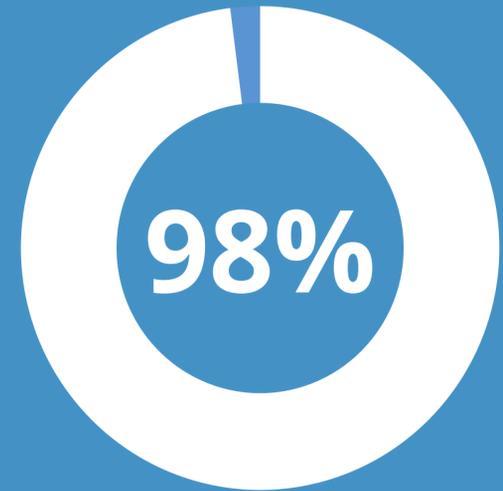


of clients would recommend Ara Gambling Service to someone else.



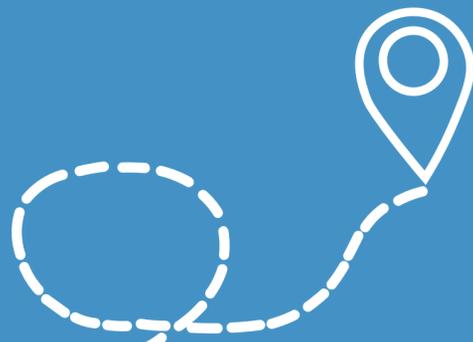
1,220

clients received information, advice, guidance and talking therapies.



of clients were extremely or very satisfied with the service they received.

Before treatment
12%
reported they felt well.



Post-treatment
99%
reported they felt well.



Average wellbeing score improved by a reduction of 11 points. Average Problem Gambling Severity Index (PGSI) score improved by 15 points. Scores under 3 show low risk; higher scores show a high level of gambling harms.

"I found the flexibility with sessions helpful as it supported my job. I felt understood and able to talk at my pace".

"I felt like the Ara counsellor treated me so well in every aspect; I have suffered with addiction for over 25 years and never had such a fantastic counsellor (and I've had a few over the years), really brilliant lady".

Ara Young People's outreach programme is delivered in collaboration with GamCare.

Our aim is to educate young people and professionals so that they can understand the risks related to gambling, build resiliency and know where to get help. Our initiatives include free workshops and outreach to education professionals.

6,475

young people in Wales and the South West took part in our programme to raise awareness of gambling harms and build resilience.



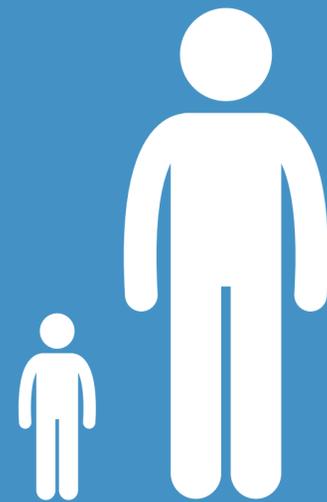
We trained professionals in 51 youth organisations.



professionals educated in our gambling awareness programme.

"Thank you and the team for an **excellent event** this morning! It was really, **really helpful** and packed full of lots of information. All the different topics and speakers kept the pace going really well and it was **really informative!** Thank you for your personal testimony too, it was really **eye opening to see how wide spread the effects of gambling** can be and how it can spiral so quickly. Anyone really can be at risk of it developing into a problem".

- Workshop client at regional event



632%
increase in number of young people seen since 2020-21.