

Outcomes framework

Due to the psychological effects such as loss aversions, and its hidden nature, Gambling harms can have an exponential curve. It also has a challenge of people predominantly seeking treatment only once the situation has become very harmful.

1

Prevent escalation of harms

The system offers easy access to services for those who have previously sought support for gambling harms for both gambling and non gambling related harms (e.g housing and community integration)

Ambition for the system

Individuals are aware of, reach out for and use, aftercare services when needed, without hesitation

Ambition for the individual

Many people who have severe gambling harms also exhibit other challenges. Treatment for gambling harms in silos results in low rates of sustained rehabilitation. Inversely, treating other issues without acknowledging gambling issues will be less effective in the long run.

2

Ensure holistic treatment

Multiple routes into the system, and limited referral within it, makes it possible for individuals to be treated by one service when another service may be more effective for them

Ambition for the system

Individuals receive the most appropriate services for them within the NGTS

Ambition for the individual

There are significant differences in the prevalence of gambling harms across different population characteristics. The current uptake of services would predict these inequalities will persist

3

Reduce barriers that drive inequality across society

The system works to effectively match individuals with appropriate treatment throughout the life cycle of the individuals need

Ambition for the system

Individuals find appropriate services psychologically accessible to them (culturally, gender, language, socio economic, neurodiversity competent)

Ambition for the individual

Because of easy access, low barrier to entry, and in some cases biological predisposition, people can struggle to control their gambling behaviour if sufficient aftercare and support is not accessed.

4

Ensure individuals receive the most appropriate service

The system is resourced proportionally to reduce inequality as much as possible, by providing appropriate services to attract and retain populations at risk of gambling harms

Ambition for the system

Individuals receive the most appropriate services for them within the NGTS

Ambition for the individual

Multiple routes into the system, and limited referral within it, makes it possible for individuals to be treated by one service when another service may be more effective for them

5

Ensure recovery lasts

The system offers easy access to services for those who have previously sought support for gambling harms for both gambling and non gambling related harms (e.g housing and community integration)

Ambition for the system

Individuals are aware of, reach out for and use, aftercare services when needed, without hesitation

Ambition for the individual