



April 2016

Dear Councillor

More help for problem gamblers with new national self-exclusion scheme for betting shops

I am writing to share with you details on an important new support scheme for problem gamblers now available in betting shops nationwide. The new scheme allows customers who would benefit from a break in their gambling to ban themselves from betting shops close to where they live, work and socialise in one go.

Where previously customers would have had to visit multiple venues to ban themselves from each operator, they can now do so in one move by phoning the Central Self-Exclusion team. The customer simply needs to call the free-phone helpline on **0800 294 2060** where they will speak with a trained advisor to develop a self-exclusion area that best suits their needs.

The new scheme is being widely promoted in betting shops where staff are trained to be able to identify signs that a customer might be having problems with their gambling and to sign-post them to services such as the multi-operator self-exclusion scheme or gambling support services such as GamCare or the National Gambling Helpline.

Development of the scheme has included pilot schemes in Chatham, Glasgow and London with support from the industry regulator, the Gambling Commission. The industry is committed to continuing to refine and build on this programme over time.

As the trade association representing over 80% of the high street betting industry, including Coral, Ladbrokes, Paddy Power and William Hill, we are keen to ensure that you have the latest information about the support services available to those who may be experiencing difficulty with their gambling.

I hope this information is helpful to you in being able to respond to questions or requests you receive. We are also keen to ensure that where there may be Council-led services dealing directly with problem gamblers that they also have knowledge of the scheme; please let me know if the ABB can assist in further sharing this information with relevant departments or teams.

If at any point it would be helpful to discuss this or any other responsible gambling issue we would be happy to meet with you.

Yours sincerely,

Malcolm George
Chief Executive

SELF-EXCLUDE FROM MORE THAN ONE BOOKMAKER IN YOUR AREA

Call the Self-Exclusion helpline on:

0800 294 2060

KNOW WHEN TO STOP

gambleaware.co.uk

18+

HOW IT WORKS...

- To talk to someone about self-excluding from more than one bookmaker in the area just call:

0800 294 2060

- The opening hours are Mon-Fri 9.00am – 6.00pm (or leave a message and they will call you back).
- The team will talk to you about the shops you visit and how the multi-operator self-exclusion can best work for you.
- You will be asked to provide a recent clear colour photograph.
- Under this scheme, self-exclusion is for a fixed 12 month period.
- The exclusion will remain in place for a further 6 months (after the end of the 12 month period), unless you make contact to extend it or ask to be allowed to come back.
- By agreeing to a multi-operator self-exclusion, you agree to share your self-exclusion details with the other companies included in your exclusion.
- As part of your exclusion, you agree that you will not attempt to enter any of the shops from which you have asked to be excluded.
- If you do attempt to enter one of the shops from which you have asked to be excluded, and are recognised by a member of the shop team, you will be asked to leave and must do so immediately.
- Whilst our shop teams will take all reasonable steps to stop you from entering and gambling in a shop from which you have excluded, the responsibility to not enter those shops lies with you.
- If you do breach your exclusion you should be aware that any bets placed (unless cancelled before the start of the event by mutual consent), or any transactions made on any machine within the shop, will stand win or lose. No losses will be refunded.
- For further help and advice on how to gamble responsibly see below:

 NATIONAL GAMBLING HELPLINE gambleaware.co.uk
0808 8020 133