



# Gambling, the Family and YOU: A Self-Help Handbook for Family Members

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Living with someone who is gambling problematically can be very stressful



This handbook might help my family, including my relative who gambles

The stress can make me and my family physically and psychologically ill

My needs are just as important as the needs of my relative who is gambling

If I read this handbook, then I may be able to make things better for myself

## **AFINet-UK and The National Problem Gambling Clinic**

This revised handbook for family members affected by their relative's gambling problems was undertaken by:

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This handbook is based on work undertaken by AFINet-UK (formerly the UK Alcohol, Drugs and the Family [ADF] Research Group). The core members of this group are:

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This revised handbook, for family members affected by gambling problems, is based on the 5-Step Method, a counselling intervention developed by the UK ADF Research Group. The handbook is the result of several years of research in the course of which interviews have been carried out with nearly 1,000 family members whose lives have been affected by living with close relatives experiencing alcohol or drug problems. This handbook, and the 5-Step Method of counselling which uses the same approach, have been employed and successfully evaluated in a series of research studies with those affected by alcohol or drug problems within the UK and in other countries.

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Over the years there are many people who have contributed to versions of this handbook and to the 5-Step Method programme of work. We cannot list everyone here but we would like in particular to acknowledge and thank Alex Copello, Eva Copello, Sarah Galvani, Akanidomo Ibanga, Mya Krishnan, Jan Larkin, Majid Mahmood, and Ed Sipler. All the images in this handbook are from the Microsoft Office Images website.



To find out more about AFINet go to [www.afinetwork.info](http://www.afinetwork.info)

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# Introduction

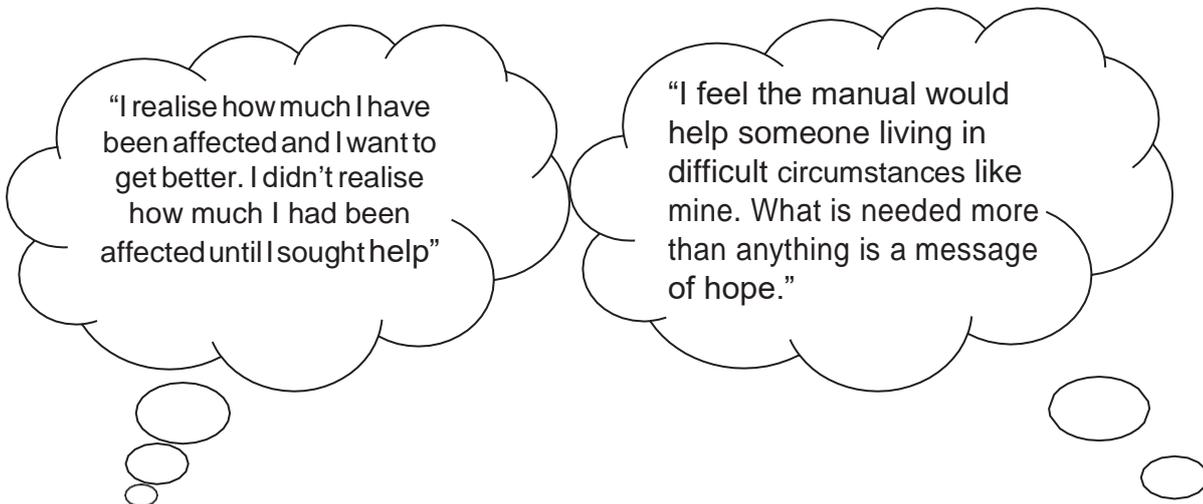


## Why am I reading this handbook?

There are a number of reasons why you might be reading this handbook. Have a look at the list below and see how many apply to the situation you are in at the moment.

- I have a close relative or friend who has a gambling problem
- I don't know how to cope with this situation
- The situation is making me feel ill
- I feel abused and frightened
- I feel very alone and unhappy
- I worry about the effect on my children
- I worry about the effects on others in my family
- I am looking for something to help me deal with my situation
- I feel ashamed and confused and don't know which way to turn

You may have ticked one or more of the boxes in the above list. This handbook has been written to help you. Below are some things that people who have read it have said.



## What is the handbook about?



You may feel that the only thing that you want is for your relative to stop gambling, and that this is the only way in which things can change. However, we want this handbook to help YOU by focusing on you and your needs. This can improve things for you and may also help your relative or other members of your family. We hope that you, and your children, will feel happier, healthier and safer as a result of using this handbook.

Much of the information in this handbook has been developed from our own programme of work with family members who have a relative with a gambling problem. We realise that some family members reading this handbook will have been knowingly living with their relative's problem gambling behaviour for months or years, whilst others will only just have found out about the problem. We have written this handbook to help all family members, whatever their circumstances. However, if you read something that you think is not relevant to your situation, try to remember that it may help someone else who is in slightly different circumstances to you.

### The words we use:

We have written this handbook to help you deal with the impact of the gambling problem of someone else in your family.

When we think about family we are thinking about anyone that is concerned or affected by someone else's gambling behaviour: this could mean you are a **family member, a friend, or a work colleague**.

We will talk about the person who is gambling as **your relative**.

Throughout this handbook we will use the term **problem gambling** to refer to the behaviour of your relative.

Problem gambling is defined as gambling that disrupts or damages personal, family or recreational pursuits. Some of the common gambling activities include National Lottery, other lotteries, scratch cards, football pools, bingo, slot machines, fixed odds betting terminals, horse races, dog races, sports betting, betting on non-sports events, casino games, poker at a pub/club, online slot machine style games/instant wins, spread betting, private betting, etc. One doesn't necessarily have to go to the bookies or a casino or a bingo hall to gamble: one could gamble on the internet, on their mobile phone, on television, etc.

## How can this handbook help me?

The handbook aims to help you:

- Realise that you are not alone.
- Feel more confident in responding to your situation.
- Explore how you respond to your situation.
- Explore what help is available to you.

## How do I work through the handbook?

The book is written as a practical guide to help you. We have tried to keep it easy to read

and straightforward to follow. Below are some helpful hints to keep in mind when you are working through the handbook.

- There are five steps to working through the handbook. We have found that it is helpful to tackle one step at a time in the suggested order. You may want to read the handbook all in one go or you may want to focus more on certain sections. You can take as long as you need to read each section.
- You can read this handbook on your own or as part of a group that you are attending.
- You may want to work through the handbook when you have the time and can be alone, somewhere quiet with no distractions.
- If you find you become upset you could take a break from reading the handbook and come back to it.

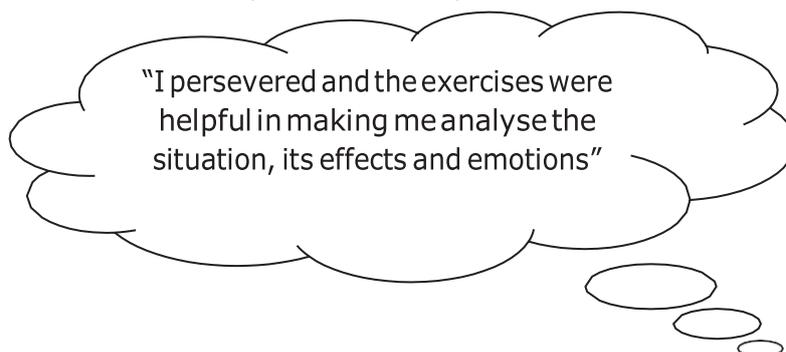
#### *What are the exercises and case studies?*

There are some exercises with each step that you might like to try. If you find that there is not enough room in the handbook to write everything down, then use other paper and keep it with the handbook. You do not have to try the exercises, but they might help you to:

- Think about what you have been reading.
- Sort out your own ideas and feelings.
- Record your progress.

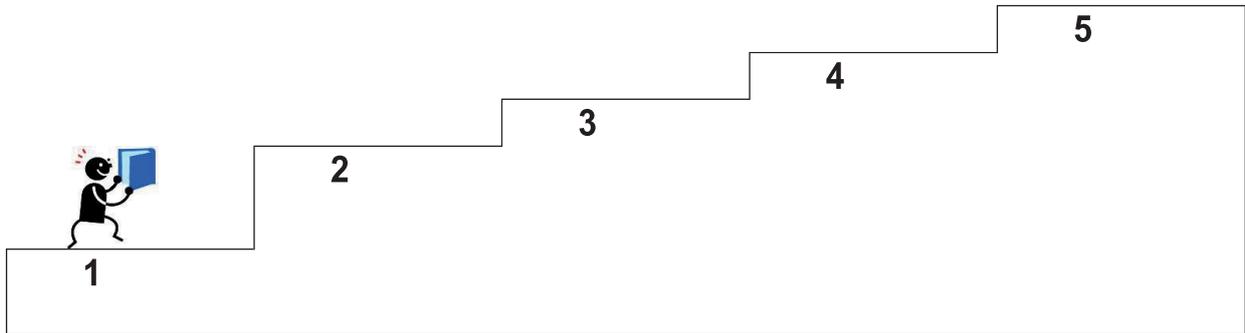
If you are experiencing domestic abuse then think carefully about writing in the handbook as it may not be safe for you to do so. You could think about the exercises rather than writing things down, or you could keep the handbook somewhere else and complete the exercises in a safe place – for example, at work, or at a friend's house or a cafe.

#### **The exercises appear whenever you see this symbol**



There are four case studies at the end of the handbook (starting on page 54). These outline typical situations, and how this handbook might be able to help. If you want, you could read these case studies first, before you read Step 1. The next section summarises the 5-Step Method, which is the focus of this handbook.

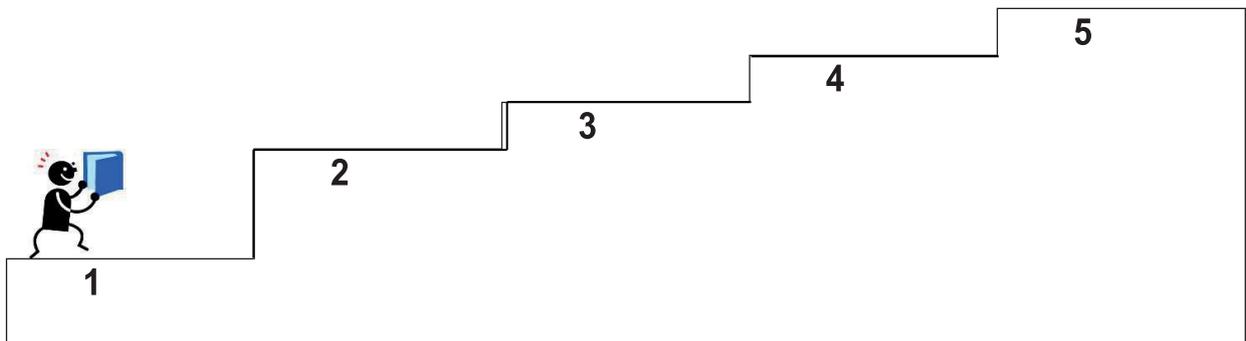
## Overview of the 5-Step Method



Each Step has its own aims:

<b>Step 1</b>	<p><b>How the Problem Affects You and Your Family</b></p> <p>To look at how the excessive gambling of someone in your family is affecting you.</p>
<b>Step 2</b>	<p><b>Getting Information</b></p> <p>To give you the information that will help you most. This information should increase your knowledge and address some of the fears and misunderstandings that you may have.</p>
<b>Step 3</b>	<p><b>RESPONDING</b></p> <p>To look at how you deal with the situation. To look at advantages and disadvantages of how you currently respond and whether you could respond any differently.</p>
<b>Step 4</b>	<p><b>Support</b></p> <p>To look at the support that you get from other people. To see if there are any new forms of support that could be more helpful to you.</p>
<b>Step 5</b>	<p><b>Further Help</b></p> <p>To see if there is any more help that you could get. This might be for you or other members of your family, including your relative with the gambling problem.</p>

## **Step 1: About You and the Problems You are Having**



**The aim of this Step is to understand and think about how your relative's behaviour is affecting you and your family.**

By picking up this handbook you have just taken a very important step to helping yourself. It may have been very difficult for you to take this step. This may be the first time you have got help for the problems that you are experiencing. On the other hand, you may have already tried to talk to others without success and you may be left feeling very confused. Lots of other family members like you have experienced the same thing. You are not alone.

There are three things to remember at this stage:

## ***Focus on yourself***

- I will focus on myself and the problems I am having.
- The handbook will help me understand the problems I am having.
- I can make choices for myself.
- There is always help available for me.

## ***And your emotions***

- Thinking about my problems may be upsetting. It is normal for this to happen.
- I may feel embarrassed, ashamed, guilty, frightened or hopeless.
- It will help me to understand these emotions and respect that I have them.
- If I get upset I could have a break.
- I am not responsible for my relative's behaviour.

## ***Set realistic goals for yourself***

- Things can improve for me, my family and my relative.
- Even if my relative's behaviour doesn't change straightaway, I can make positive changes for myself.

An important part of this first step is to think about what life has been like for you and your family. This can help you to get a better understanding of your situation and your relative's behaviour. There are three main areas that you could think about – Stresses and Strains and the Impact on your Health and Financial Worries.

## **Stresses and Strains**

Living with your relative who is gambling problematically can lead to many different FORMS of STRESS.

Here are some examples of behaviours that can lead to stress:

<p><b>If you are a partner of a problem gambler</b></p>	<p><b>If you are a parent of a problem gambler</b></p>
<ul style="list-style-type: none"> <li>• My partner can be irritable and moody.</li> <li>• I worry about the impact on my children.</li> <li>• I don't trust him/her as much as I used to.</li> <li>• We are no longer sexually intimate.</li> <li>• My partner borrows from our family and friends without telling me.</li> <li>• There are threats and rows, and my partner can be violent and abusive.</li> <li>• My partner cannot be relied upon.</li> </ul>	<ul style="list-style-type: none"> <li>• I feel very worried about my child's future and whether he/she will ever stop.</li> <li>• My child borrows and steals.</li> <li>• My child treats his/her family badly.</li> <li>• My family and I don't seem to agree on what we should do and this is causing difficulties between us.</li> <li>• My child can be threatening and violent.</li> <li>• I feel very guilty and worry I did not do enough for my child when he/she was growing up and that is why he/she is having problems now.</li> </ul>
<p><b>If you are a child of a problem gambler</b></p>	<p><b>If you are a grandparent, a sister/brother, a close friend or a close relative</b></p>
<ul style="list-style-type: none"> <li>• My parents row and fight.</li> <li>• My parent is moody and critical.</li> <li>• My parent forgets to do things he/she said they would.</li> <li>• My parents argue about money when I've gone to bed.</li> <li>• We don't go out very much as a family.</li> <li>• My parent can be distant and seems not to care about me.</li> </ul>	<ul style="list-style-type: none"> <li>• My relative is manipulative and often lies.</li> <li>• My relative borrows and steals.</li> <li>• My relative is unpredictable and can go missing.</li> <li>• My relative doesn't look after him/herself.</li> <li>• My relative can be threatening.</li> <li>• I worry about what will happen to my relative.</li> </ul>

The experiences of different family members may be very similar. You may be able to identify with some of the comments below:

**I am concerned about my family's financial security in the future**

**I am worried my relatives gambling just won't ever stop**

**I feel:  
anxious / worried  
helpless / despairing  
low / depressed**

**I find my relative's lying is affecting our relationship/I feel hurt**

**There are major incidents and crises. I feel like I'm on an emotional rollercoaster**

**I feel sad this is happening to us and angry he can't just stop gambling**

**I sometimes feel frightened of my relative**

**I/We have financial difficulties**



### Exercise 1

Think about how the behaviour of your relative affects you and your family. Think carefully about problems that are related to your relative's gambling and how this affects you. Use the table below to write down some of these problems and the impact on you and your family.

Stressful behaviour of my relative	How I feel about this	How I think my family feel about this
e.g. My partner switches his phone off and I don't know where he is. e.g. My daughter steals money to fund her gambling.	Angry and upset.  I feel that I have to give her money so that she won't steal and get caught.	Neglected and abandoned.  Angry with her for putting me in this position, and with myself for giving her the money.

## Family Health

Family members experience a lot of health problems. Here are some examples:

**Tired / not sleeping**

**Drinking more/smoking more / needing more medication**

**Feeling anxious or depressed**

**Back pain / headache**

**Loss of appetite**

**High blood pressure or anaemia**

**Feeling fearful or afraid**



### Exercise 2

Think about how the behaviour of your relative affects your health and that of your family. Use the table below to write down some of these health problems and the impact on you and your family.

Health problems that I or my family have	How I feel about this	How I think my family feel about THIS
<p>e.g. I cannot sleep at night.</p> <p>e.g. I have a lot of aches and pains and I'm not sure why.</p>	<p>Exhausted, and I lose my temper easily.</p> <p>I feel confused and miserable and it's hard to do what I need to do everyday.</p>	<p>My children don't understand why I lose my temper so much.</p> <p>I can't do as much as I want to with my grandchildren.</p>

### Financial worries

Family members can experience a lot of financial problems. Here are some examples:

<p><b>Having to manage the 'build up' to pay day</b></p>	<p><b>Dealing with letters and/or visits from bailiffs</b></p>	<p><b>Having to take charge of all the family finances</b></p>	
<p><b>Using up my own savings</b></p>	<p><b>Having to cope with other people that my relative has borrowed or stolen from</b></p>	<p><b>Missing out on family holidays, social gatherings, treats</b></p>	<p><b>Playing 'detective' with all my relatives spending</b></p>



### Exercise 3

Think about how the behaviour of your relative affects your finances and those of your family. Use the table below to write down some of these financial problems and the impact on you and your family.

Financial problems that I or my family have	How I feel about this	How I think my family feel about this
<p>e.g. I have to be very careful with my money so that I can be sure we can pay the rent and bills each month.</p> <p>e.g. I have all control of my relative's finances and give him/her cash to spend each day.</p>	<p>I feel frustrated with the situation and pressured to continue to work in a higher paid job just so I can cover everything.</p> <p>Relieved, as it means my relative will probably not gamble but also feel annoyed I have to manage everything.</p>	<p>Let down at times as I cannot afford to visit them as often as I used to.</p> <p>I worry they think I am 'controlling' and they don't understand the situation.</p>

**Well done – you have completed Step 1!**

Hopefully, Step 1 has helped you to:

- Think more about your situation and the problems that you are having
- Identify stresses and strains relevant to your situation and your family
- Identify any health problems that you have
- Identify any concerns you have regarding your finances

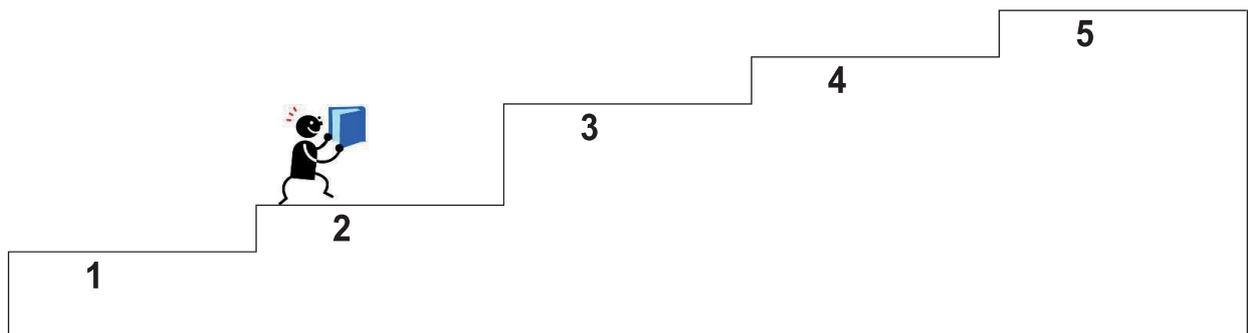
You may feel some relief from having thought about some of these things, perhaps for the first time. It is also possible that you may feel upset and overwhelmed after looking at Step 1. It is understandable to feel like this - other people have told us they often feel like this. You may feel that the only solution to your situation is for your relative to stop gambling. Your relative will seek help when the time is right for him/her but in the meantime this handbook can help you to deal with the problems that you are having.

You can read Step 1 again if you would like, but if you feel ready then you can move on to Step 2.

**Step 2 will help increase my knowledge  
and understanding**

**Page 17**

## **Step 2: Increasing Your Knowledge and Understanding**



**The aim of this Step is to increase your knowledge and confidence by finding out more information. Knowledge and understanding can significantly reduce stress. The information should help you to clarify any fears and misunderstandings that you may have.**

Stress is often caused by a lack of knowledge and understanding about things that are going on in our lives. This could be about gambling, why your relative is behaving in certain ways, or how these things can affect families. Information about these things is therefore important. Too much information may be overwhelming and increase your stress and anxiety. Too little information may lead to further fears based on unknown facts or incorrect knowledge. The information in this section will cover:

- The signs that someone is gambling problematically.
- How people can develop a gambling problem.
- How you can find out more about these and other issues.

You may not want to read all of this section, just those parts that you want to know about, or which are of most interest to your situation. The information here will not cover everything, so at the end of the handbook there is more information and details of how you could find out more (from page 67). There may be other areas where you have questions or want information (e.g. financial problems, looking for work, or relationship difficulties) and some ideas for how you might get information is given later in this section and also later in the handbook (from page 62). The Internet is an excellent resource for finding out much of the information that may be helpful to you.

	<p style="text-align: center;"><b>Exercise 4</b></p> <p>Think about what questions you might have that would help you increase your knowledge and understanding about what is going on. You could look back over Step 1 to help you think more about what additional information you might need. If you want to, write your questions in the space below.</p>
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**The possible signs that someone is gambling problematically**

There are no obvious physical signs and symptoms that someone else's gambling is becoming problematic.

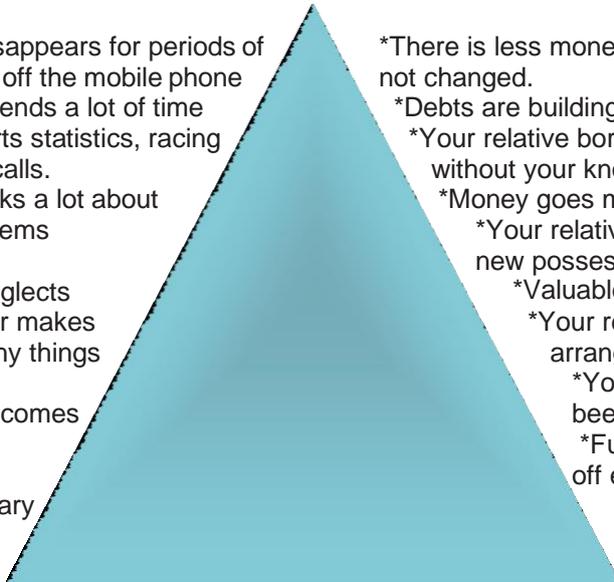
Sometimes gambling problems are out in the open (your relative may tell you he/she gambles too much or has debt from his/her gambling). Other times it is only gradually, that as a family member, you realise that your relative is gambling too much. It may be difficult to know how serious the

problem is and it may be that your relative has been able to hide the extent of their gambling for a considerable amount of time before you find out.

Below are some of the more frequently observed changes (in our experience) that you may notice. They tend to be within one or more of the following three areas:

**CHANGES in your overall  
HOUSEHOLD or relative's  
financial situation**

- \*Your relative disappears for periods of time or switches off the mobile phone
- \*Your relative spends a lot of time researching sports statistics, racing forms or phone calls.
- \*Your relative talks a lot about gambling and seems preoccupied.
- \*Your relative neglects responsibilities or makes excuses as to why things aren't done.
- \*Your relative becomes aggressive and threatening regarding monetary



- \*There is less money available, although income has not changed.
- \*Debts are building up.
- \*Your relative borrows money from family & friends without your knowledge.
- \*Money goes missing from bank accounts/ wallets
- \*Your relative having unexplained money or new possessions
- \*Valuables go missing
- \*Your relative wanting to change the arrangements e.g. paying bills etc
- \*You discover insurance plans have been cashed in or savings used up.
- \*Future plans involving money get put off e.g. family holidays.

**Changes in the  
behaviour of  
your relative**

- \*Your relative's mood is changeable and unpredictable.
- \*Your relative appears preoccupied and forgetful.
- \*He/She appears secretive around money.
- \*Your relative appears argumentative, edgy, or defensive.
- \*You experience a change in your relative's bed time routine and sleeping pattern.
- \*You experience a change in sexual and relational intimacy.

**Changes in your  
relationship**

**How people can develop a problem with gambling.**

When gambling behaviour is repeated, over time, some people can form an attachment to the gambling that is so strong that they need help to manage it.

There are different terms used to describe someone that needs help managing their gambling behaviour for example: pathological gambler, compulsive gambler, problem gambler or addict. Whichever word is used, they all refer to when a form of behaviour has become a habit, and for some people it can be difficult to change their behaviour despite the harm it is causing.

This is because gambling like drugs, alcohol, and others behaviours such as (over)eating can be potentially addictive.

In order to think about how someone develops a problem with gambling researchers have focussed mainly on two areas: individual vulnerabilities and furthering our understanding of the process of developing a problem.

### Individual vulnerabilities

There are many factors that increase someone's vulnerability for developing a gambling problem:



There are many different factors of different kinds that are involved in someone developing a gambling problem.

Factors to do with the person, immediate surroundings, how available gambling opportunities are, circumstances, life events and wider social and governmental responses are all important. Genes and the environment are both involved.

Therefore why one person develops a gambling problem and another does not is never simple. The above factors in of themselves do not mean that a person necessarily will someone develop a problem but they do mean that he or she is more likely too.

### The process of developing a gambling problem

The way that we currently understand how this strong attachment/habit (addiction) forms is shown below:

Our brains are designed to be attracted to patterns of behaviours that feel good or are useful to us. Learning involves remembering these patterns so they can be reproduced automatically without the need for additional thinking.



If learning is associated with rewards – such as winning money – the patterns of behaviour are reinforced, meaning they are more likely to be repeated again.



Gambling does feel good initially, with wins providing excitement, cash to spend and a sense of 'success'. Losses are minimal in this period and easily dismissed.



These positive, rewarding experiences establishes an automatic belief that gambling is good. Additional beliefs are established to support this such as 'I am lucky' or 'I'm a skilled gambler'.



As gambling increases losses mount, odds dictate that more time spent gambling leads to more losses. The brain experiences conflict – learning is clashing with current experience.



At this point the person will either go back to the familiar way of thinking that has developed with gambling or begin to think that something needs to change

When someone begins to think that the gambling in his or her life can no longer continue it is not easy to retrain the brain and it may take several attempts before the attachment to gambling is reduced. (Please see information regarding the processes involved in changing a behaviour on page 54). Changing a common behaviour pattern can be difficult in all of our

general experiences (i.e. not biting your nails, dieting). The strong attachment found in addictive behaviours makes this all the more harder.

### How do I find out more?



There are several other places where you could go to find out much more detailed information about gambling, and how it affects both those who gamble and others such as families. The list below summarises some of the places where you could go to get more information. If you have access to a computer and to the Internet, you could look on some websites for more information. If you do not have a computer at home then maybe you could ask a friend or go to the local Library or Internet Cafe. More details are given later on in the handbook of how you could find out more (from page 68).

If you are worried about someone else seeing what websites you visit then there is information which can help you 'cover your tracks'. You can find this information on key websites for victims of domestic abuse, such as Women's Aid ([www.womensaid.org.uk](http://www.womensaid.org.uk) and follow the link at the top of the page), Mankind (go to [www.mankind.org.uk](http://www.mankind.org.uk) and follow the link at the top of the page) or Broken Rainbow UK ([www.brokenrainbow.org.uk](http://www.brokenrainbow.org.uk) and follow the 'help' link at the top of the page). You could also use a computer at the local library, a friend's house or at work. You can also enter emergency numbers or numbers of support agencies in your mobile phone under a different name, e.g. a domestic violence helpline number could be entered as 'Tracey'. You can also delete numbers from the call list or call log on most landline or mobile phones.

The following organisations and their websites may also be useful starting points for finding out more.

- × The National Problem Gambling Clinic treats problem gamblers living in England and Wales who are aged 16 and over. It assesses the needs of problem gamblers as well as those of their partners, family members, and friends. The clinic offers evidence based treatments as well as interventions to assist with financial, employment, social and relationship difficulties. Their contact number is 020 7534 6699 and their website is [www.cnwl.nhs.uk/cnwl-national-problem-gambling-clinic](http://www.cnwl.nhs.uk/cnwl-national-problem-gambling-clinic).
- × GamCare is a national organisation that offers online, telephone and face to face counselling and support to both problem gamblers and their families. Their contact number is 0845 6000 133 and their website is [www.gamcare.org.uk](http://www.gamcare.org.uk).
- × Gam-Anon is a national organisation that provides support for family members based on the twelve step method. They have a national helpline: 08700 50 88 80,

website: [www.gamanon.org.uk](http://www.gamanon.org.uk) and hold regular national meetings for family members.

- × The Gambling Commission is an organisation that regulates the gambling industry. Their website is [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk).

### **How do I find out about other issues?**

- Some of the information you want may not be directly related to gambling. For example, you may need to contact Social Services, the Housing Department, the Citizens Advice Bureau or the Family Rights Group. You could look on the Internet, look in the Yellow Pages, or go to the Library or the Citizens Advice Bureau (details in Yellow Pages or telephone directory). There is some information later on these and other national services that might be able to help you (from page 61).
- Being close to someone who is struggling with gambling can be very difficult and may mean that you find that your own wellbeing and mental health deteriorates. Your GP would be the first person to discuss this with. Alternatively websites such as [www.mind.org.uk](http://www.mind.org.uk) can provide helpful information with regard to the way stress can affect us and positive ways of coping. Unfortunately, it is quite common for violence and abuse to occur in families affected by someone's gambling problem. Although it is women who are much more likely to experience domestic abuse, when a close relative has a gambling problem, male relatives may also experience aggressive and threatening behaviour which can be very unpleasant and frightening too. The types of abuse can be physical, but they can also be financial, emotional and psychological. If you or someone else in your family (for example, a child) is worried about or experiencing violence and abuse at home, then it is important that you get some support and find out how best to keep yourselves safe. Refuge, Women's Aid, ManKind, Broken Rainbow UK (LGBT) are the main national organisations for adults and children experiencing domestic abuse which can help you. Further organisations which can help children when there is violence or abuse are ChildLine, the NSPCC or The Hideout (which is a website for children affected by violence and abuse- see page 62 for more details).
- If you have a legal query or problem then you may be entitled to some initial, free legal advice. For further information on this you could contact the Citizens Advice Bureau or telephone around some local law firms (details in the Yellow Pages or telephone directory) and ask what their policy is for providing free legal advice.

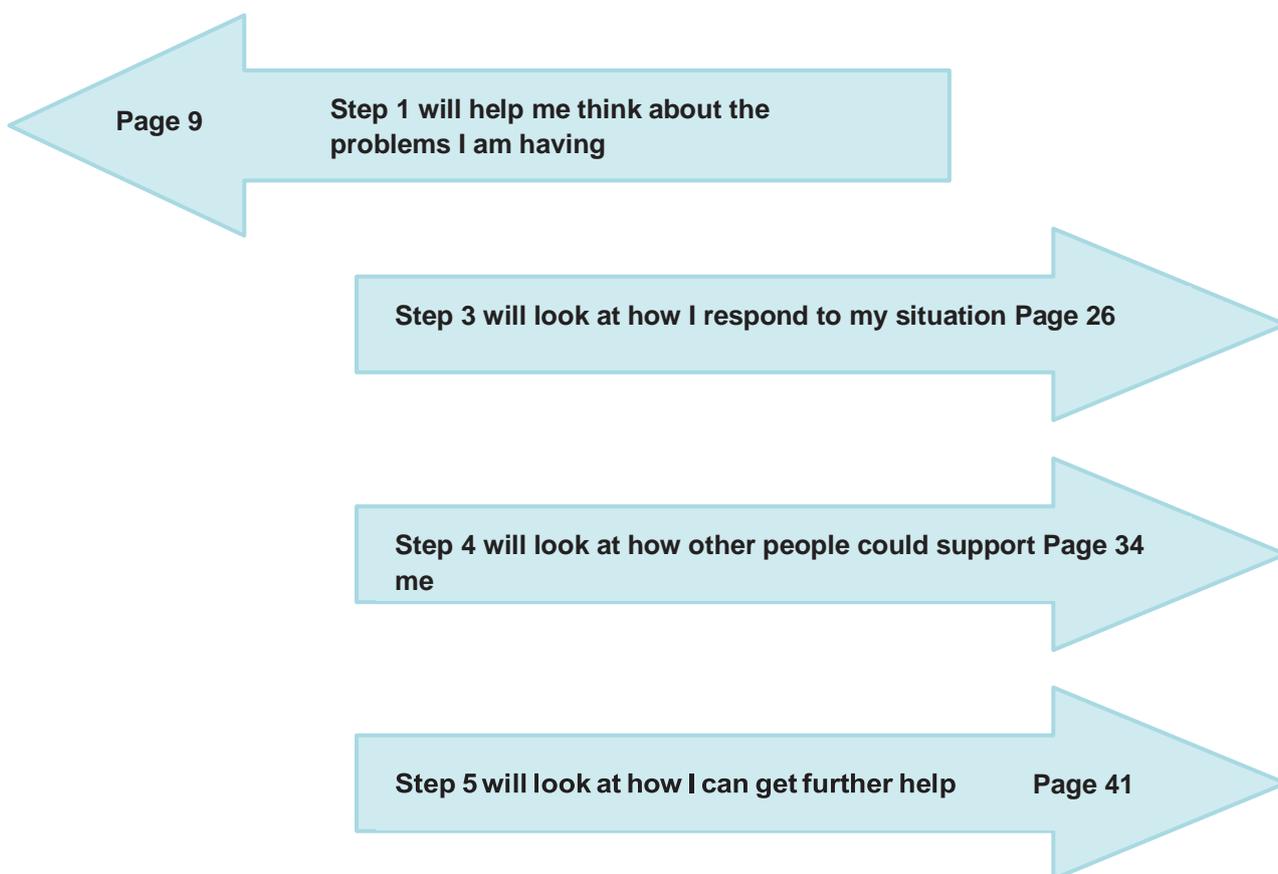


**Well done, you have completed Step 2!**

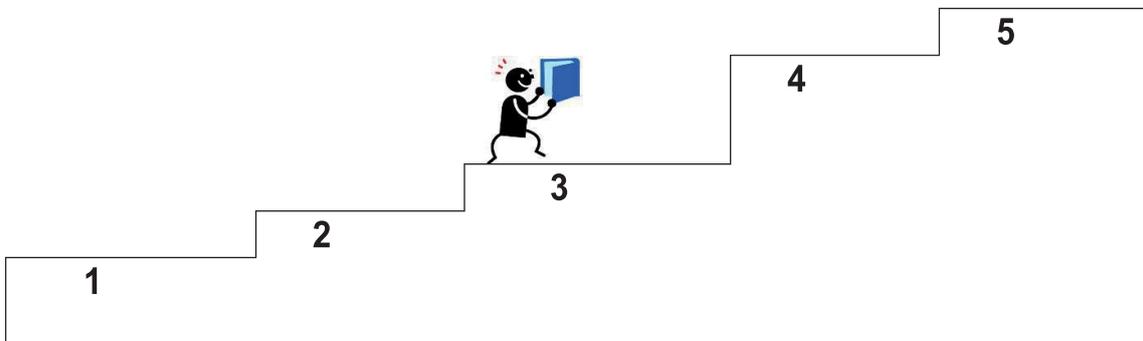
Hopefully, Step 2 has helped you to:

- Think about what additional information you need to increase your knowledge and understanding about gambling and how it affects your relative, you and your family.
- Find out how to get hold of the information that you need.
- Feel less stressed and upset because you have more information.

You can read Step 2 again if you like, but if you feel ready then you can move on to Step 3.



## Step 3: Ways of Responding



The aim of this Step is to look at how you respond to and cope with your relative's behaviour. It will look at the advantages and disadvantages of how you respond. This Step will help you to identify ways of responding and coping that are best for you and your situation. This may be the same as what you are doing at the moment, or it might be something different.

You will have found your own way of responding to and coping with the problems that arise from living with your relative. There is no 'right' or 'wrong' way of responding. Many people find they tend to respond in the same way all the time, while others respond in different ways at different times. There are pros and cons to each way of responding so it's helpful to know what your options are so you make the best choice for you. This Step will summarise what we know about how family members respond to gambling, and will help you think about how you respond. It may help you to decide whether there are other ways to respond that might make things better and safer for you (and also for the rest of your family).



### Exercise 6

This exercise will help you look at how you currently respond to your relative's behaviour and the gambling. Think about some difficult situations that you have experienced recently and write about how you responded, and how you feel about this.

Example of a difficult situation	How I responded	How I feel about this
<p>e.g. I saw my partner going into a bookies.</p> <p>e.g. My son/daughter keeps on changing the financial arrangements we agreed would help him.</p>	<p>I followed them in and tried to get them to leave.</p> <p>I do what he/she asks.</p>	<p>Embarrassed, relieved that they left with me, but worried – I can't be with them all the time.</p> <p>It's really inconvenient and takes time. I feel manipulated.</p>

1. Did you find that you either tend to respond in the same kind of way all the time or that you respond in different ways at different times?
2. Are you very unsure about how to respond? Have you have tried lots of different ways of responding over the last few months / years and have little idea about what is the best thing to do?
3. Do you feel as if you are standing at a crossroads, wondering what to do next; whether to respond the same way the next time something happens, or to try another way of responding to the situation?

## **Ways of responding**

There are three broad ways that you may respond to your relative's gambling and his/her behaviour as a result of it. These are:

1. Trying to get involved in changing my relative's gambling, or reducing its impact on myself and others in the family.
2. Putting up with my relative's gambling.
3. Trying to distance myself from my relative's gambling.

There are different elements to each way of responding. Each has advantages and disadvantages. You may feel that some of the examples are less relevant to your situation, but they are all examples that other people have told us about. Each way of responding will be described in the following pages in a bit more detail, with some examples.

As you are reading the following pages think about whether you recognise any of the ways of responding as things you have done yourself to try and cope with your relative's gambling. They are all very common ways of responding, but everyone's circumstances are different so there are almost certainly situations you have faced and things you have done which do not appear in the lists you are about to read.

Exercise Seven will then help you think a bit more about how you respond to a range of situations associated with your relative's gambling behaviour. There may be some situations when you feel that you could try a different approach and Exercise 7 also helps you to think about what you could do differently. When weighing up the pros and cons of how you behave, and whether there is anything you could change, it is important that you consider your own safety and well-being, and that of others in the family.

## I try to get involved in trying to change my relative's gambling by.....

Trying to control my relative's behaviour.	<p>I have made my relative promise not to gamble.</p> <p>I do not allow my relative to have money so she doesn't spend it on gambling.</p> <p>I threaten to call social services or the police and report my relative.</p>
Showing my feelings.	<p>I confront my relative and argue with him/her to tell him/her how I feel to try and stop the gambling.</p> <p>I make ultimatums that I know I won't keep.</p> <p>I make threats to leave or hurt myself.</p>
Being assertive.	<p>I try to talk to my relative calmly and openly about his/her behaviour and how I feel about it.</p> <p>Being tough is the best way to try and help my relative. My relative should know exactly how I feel.</p>
Being supportive.	<p>I love my relative so much, I never want to give up hope that he/she will stop gambling, and that things will go back to how they used to be.</p> <p>I stand up for my relative when he/she criticised by others.</p> <p>I believe my relative when he/she says that things will change.</p>
Looking after the safety and well-being of myself and others in the family.	<p>If my relative has gambled or we argue, I go to the home of a friend who has said I can come whenever I need to.</p> <p>I have had to take control of the family finances to make sure that we can afford the food and bills etc.</p> <p>We have our meals at regular times, so if my relative is late then we don't wait.</p>

<b>Advantages</b>	<b>Disadvantages</b>
I feel that I am doing something for my relative, and this gives me hope.	Trying to control my relative's behaviour is very stressful and upsetting. My relative does not like to feel controlled.
Expressing how I feel makes me feel a lot better and much less stressed.	Sometimes my relative can be violent and abusive and so I am worried about how he/she

<p>Confronting my relative gives my family hope – I feel that we cannot give up trying to change things.</p> <p>My family feel that we are not rejecting our relative or being disloyal to him/her.</p> <p>I feel I am at least looking after myself and keeping my family safe.</p>	<p>might react. It worries me that directly confronting my relative may result in him/her leaving the family and then we will be left with nothing.</p> <p>My relative gets angry because he/she thinks I do not trust him/her.</p> <p>I feel bad that my relative may think I am rejecting him/her</p>
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**I try to put up with my relative's gambling by.....**

<p>Not doing anything or playing down the impact of my relative's behaviour.</p>	<p>I don't know what to do so I think it is better to do nothing at all.</p> <p>I'm scared to do anything because my relative has a temper and I don't want to make it worse for all of us.</p> <p>I play down my relative's negative, and sometimes abusive, actions to avoid the hassles it will cause us all.</p>
<p>Putting my relative's needs before my own.</p>	<p>I let him/her use my phone to make phone calls although he/she may be phoning to place a bet.</p> <p>I give money to my relative, even though I know it will be spent on gambling.</p> <p>I cover up for my relative, or take the blame myself for things that she/he has done.</p>

<b>Advantages</b>	<b>Disadvantages</b>
<p>Doing nothing makes me feel more independent and I suffer less from my relative's behaviour.</p> <p>There seems to be less tension and conflict, but often this only lasts for short periods of time.</p>	<p>Doing nothing makes me frustrated because nothing changes.</p> <p>Putting my relative's needs first makes me feel that I am being taken advantage of and that the situation is not changing.</p>

**I try to distance myself from my relative's gambling by.....**

Avoiding my relative	I feel that it is for the best if we spend as little time together as possible. I make no effort to change or cover up for him/her.
Being independent	I have my own life to lead and don't want to drag myself down with my relative.  I take some time to myself e.g. to go to the gym or an evening class, see my friends, enjoy a hobby or relax.

<b>Advantages</b>	<b>Disadvantages</b>
<p>Avoiding my relative means that there is less tension. It makes me feel more in control of the situation.</p> <p>Avoiding my relative makes me feel detached from the situation and I can hide a lot of what I really feel.</p>	<p>Doing nothing makes my relative feel rejected and unloved. This can make the situation worse.</p> <p>My relative complains if I try to be more independent.</p>



### Exercise 7

This exercise will help you look at how you respond to your relative's behaviour and whether you are happy with your actions. Think of some recent situations and write down how you reacted. Think about what was helpful and unhelpful about your response. Are you happy with how you responded to the situation, or is there something else that you could do? If you feel that there is something else you could try next time, then write this down in the final column.

The situation	How I responded	What was helpful	What was unhelpful	What I could do next time this happens
e.g. I went to the casino with my husband.	I was trying to see whether I could stop him gambling so much.	I understood that he went into his own world and that he was focussing on something different from work.	I realised that the same money was spent, and me being there didn't change things.	I will talk to him about how I experienced going to the casino and talk about the stress he is under from work.
e.g. My daughter asks me for money to pay back a family friend.	I agreed and made her promise she would not gamble or borrow money again.	I feel like I'm helping my daughter and I don't have to explain things to our friend.	I'm unsure whether my daughter will keep to her promise and I am short of money for the month.	Talk to her about whether she would be willing to get help and explain the impact on me.

**Well done, you have completed Step 3!**

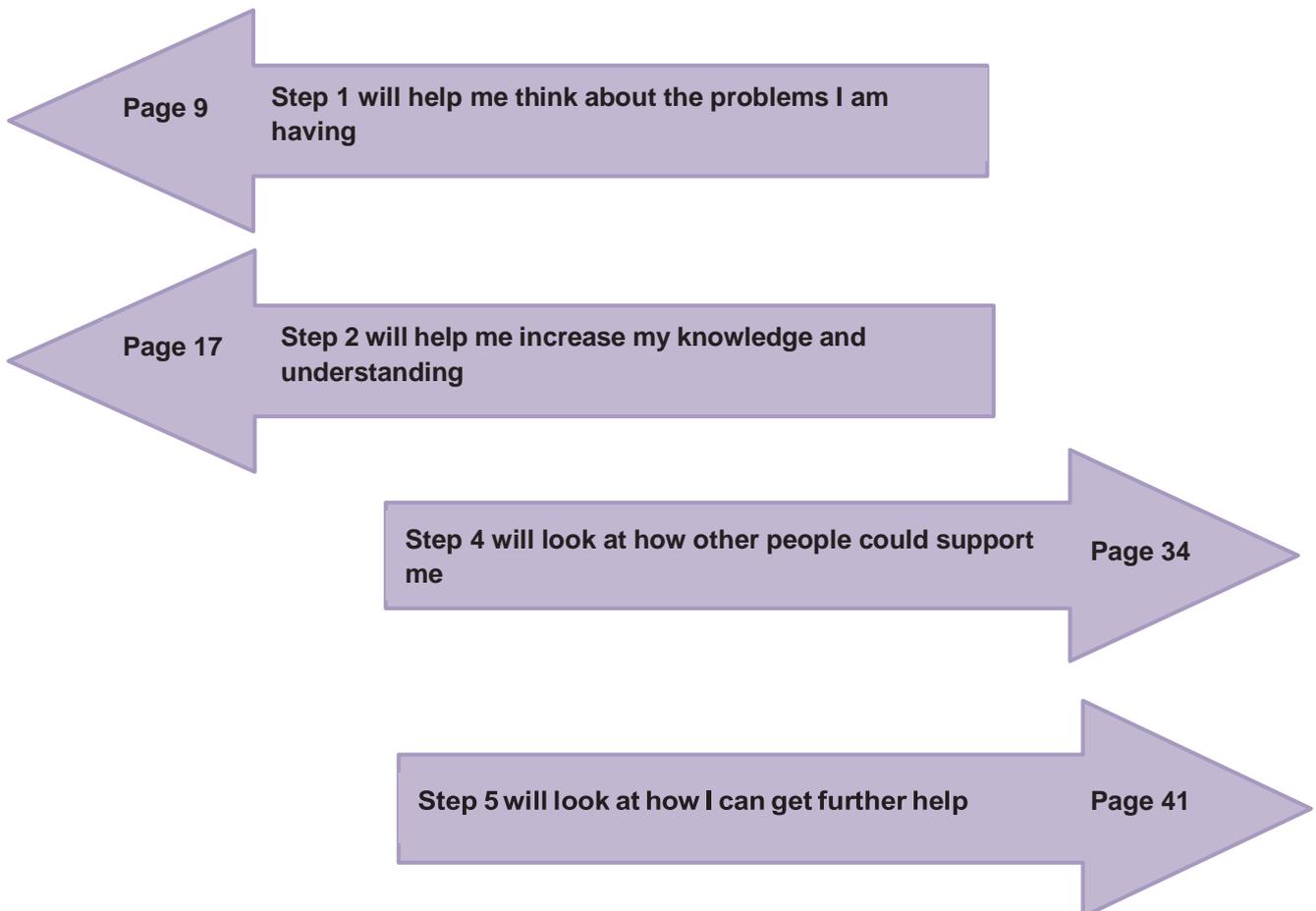
Hopefully, Step 3 has helped you to:

- Think about how you respond to and cope with your relative and his/her behaviour.
- Understand that there is no right or wrong way of coping.

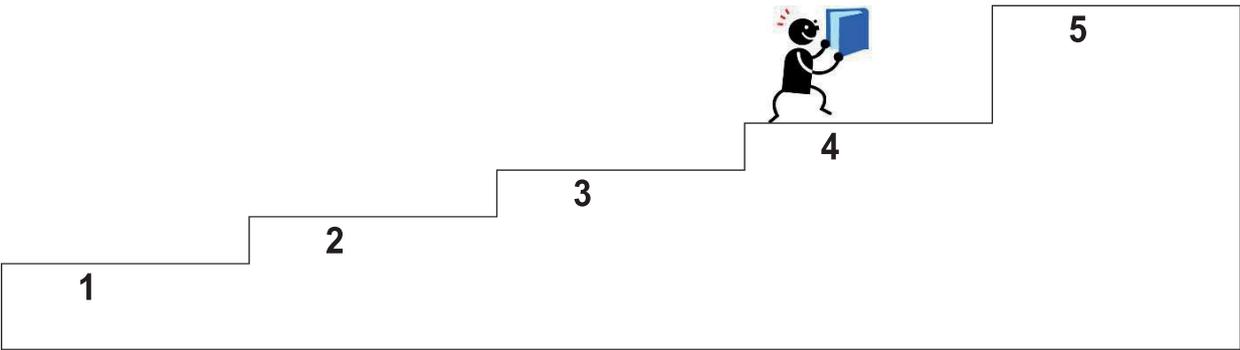
You may feel that:

- You don't need to change the way you respond, or that there is only one little thing that you could do to change your response.
- You are still unsure about how best to respond to your situation.

You can read Step 3 again if you like, but if you feel ready then you can move on to Step 4.



**Step 4:  
Getting support from other  
people**



**The aim of this Step is to look at who could support you and your family so that you are better able to deal with your relative's behaviour.**

Family members affected by their relatives' gambling often say that they feel very isolated, as if they are carrying the problem on their shoulders alone. This whole section of the handbook is devoted to increasing the quality of the social support you get for yourself. There are several reasons for highlighting your social support needs. For one thing, support can act as a 'buffer' against the stress you are experiencing and can be an important factor in preventing you getting ill or depressed under the stress of what you are experiencing. Family members often say that talking things over with other people can lighten the burden even though they didn't want to talk about it at first. It can also help get things in perspective and help family members make good decisions about what to do to help themselves, their relatives and others in the family who may be affected.

There are many different ways in which family members can get support for themselves. There are at least three different kinds of social support that can help people who are facing stressful circumstances. The table below describes what each form of support might involve.

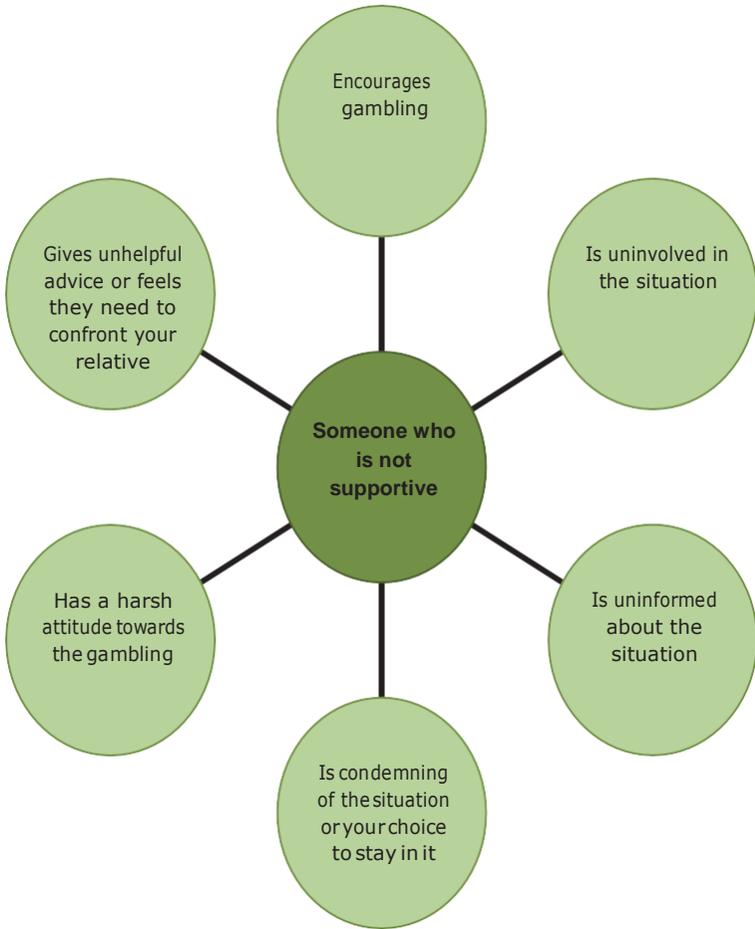
<b>Type of Support</b>	<b>What this means</b>
Emotional	Someone who shows care and concern for you by listening to what you have to say about what you are experiencing, and who accepts what you have to say. Such a person, like a good friend, generally supports your position and what you are doing, but may also help you think of other options for ways of coping.
Informational	A person who offers this sort of support can be supportive by helping you find useful information such as things to read, sources of information on the internet, or other people and places to go to for help and advice.
Material	A person who gives this kind of support is able to offer some practical help such as an offer of emergency accommodation for you or your relative or can provide transport, if necessary, or childcare or some other form of useful practical help.

People can therefore be supportive in a variety of different ways. Offering a sympathetic listening ear is one way of being supportive, but other people may be equally helpful by offering something different. The amount of help you get can have a big impact on how you respond to your relative's behaviour and the amount of stress that you experience. Having good social support in place can also help you (and others, such as children) stay safe. This Step will help you to think about people around you who could give you support. You need to find the support that helps you most. This is not always easy. You may prefer to get help from some people rather than others. It's good to think about who it will be best to speak to.

There are both helpful and unhelpful forms of support. Some people are not supportive, and this could be for a number of reasons. They might not be aware that they are not being supportive. They may not fully understand your problems and the impact that they have on you and your family. They may feel upset or angry that your relative is treating you in this way and they may think it is supportive if they take your side. The key features of being supportive or not being supportive are summarised on the next page<sup>1</sup>.

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<sup>1</sup> The diagrams have been adapted and used based on material in: Day E (2010). Routes to Recovery via Criminal Justice: Mapping User Manual. The National Treatment Agency for Substance Misuse, London.



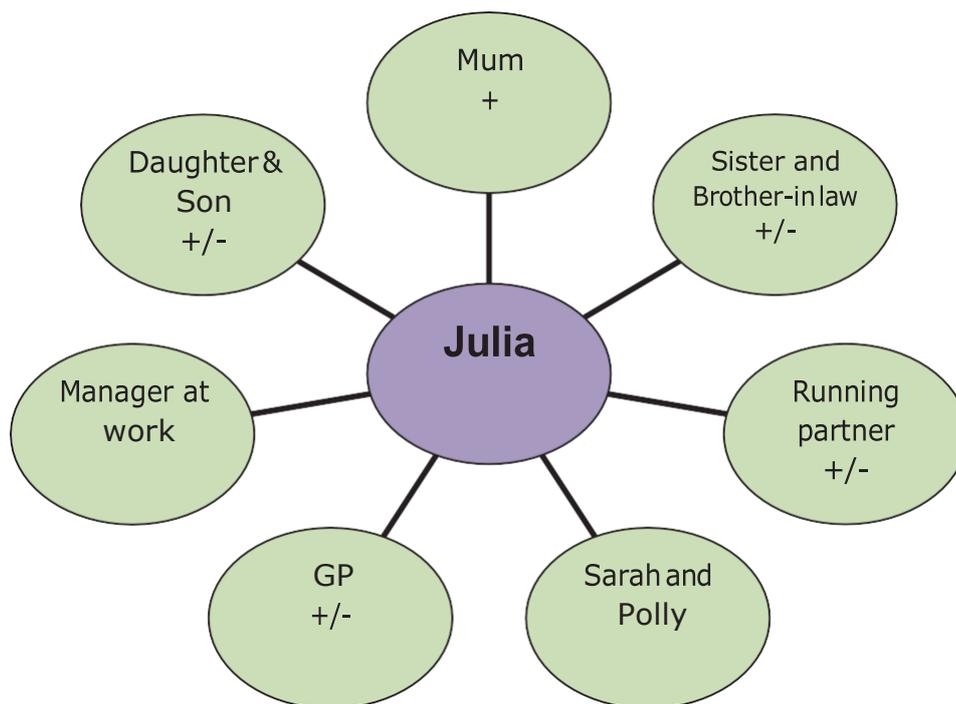


### Exercise 8

This exercise will help you to look at people around you who are both helpful and unhelpful by helping you draw a diagram of your support network.

One helpful way of thinking about social support is to draw a diagram. An example of a network diagram for Julia, whose husband has a gambling problem, is given below.

#### Julia's support network diagram



Use the following guidelines to draw your support network diagram.

- × Write your name in the middle of a piece of paper.
- × Write the names of people who are in your support network around your name on the paper. There may be a range of people who you could include. You could think about your family, your workplace, your friendship networks, the community (for example, a sports club or Church) and local services you may be engaged with (for example, your GP).
- × You can draw lines between yourself and each person in your network. You could put people who are more supportive closer to you and those who are less helpful, or who you don't turn to for help, further away. You could also use + or – signs to help you think about who is helpful or not.

Sometimes it is helpful if you can tell other people how they can best help or support you. Some specialist agencies may seem inaccessible but they will usually be helpful

and supportive, and will respect your confidentiality unless they think that you or someone else is in danger. You may feel it is daunting to approach others for help. Lots of people find it difficult and upsetting to seek help and support for their problems. Talking with others about gambling problems can be especially difficult when talking about money is not usual in family and friendship groups or the culture we live in. Family members have described how difficult it can feel to discuss gambling problems as often there is a level of secrecy about the gambling and uncertainty as to how others may respond. You might find it useful to think about or write down what you could say to someone before you approach them for help.



### **Exercise 9**

This exercise will help you think about whether you need any more support to help you deal with your problems. Using your responses to Exercise 8, think about what you could do to increase your support.

1. Who is helpful to me at the moment and what do they do that I find helpful? What could I do to get more help from this person?
2. Who is unhelpful to me at the moment and what do they do that I find unhelpful? Is there anything I could do to change this?
3. Who else do I need support from? What am I going to do to try and get help from them? Give examples.
4. Do I need some more positive support? Where can I go to find more people who could help me?

**Well done, you have completed Step 4!**

Hopefully, Step 4 has helped you to:

- Think about the current support that you have available to you.
- Think about whether there are other people who you could talk to or approach for help.

You may feel lonely and upset after reading this section, but perhaps thinking about this has made you realise that there are people who you can turn to for help or support.

You can read Step 4 again if you like, but if you feel ready then you can move on to Step 5.

**Page 9**

**Step 1 will help me think about the problems I am having**

**Page 17**

**Step 2 will help me increase my knowledge and understanding**

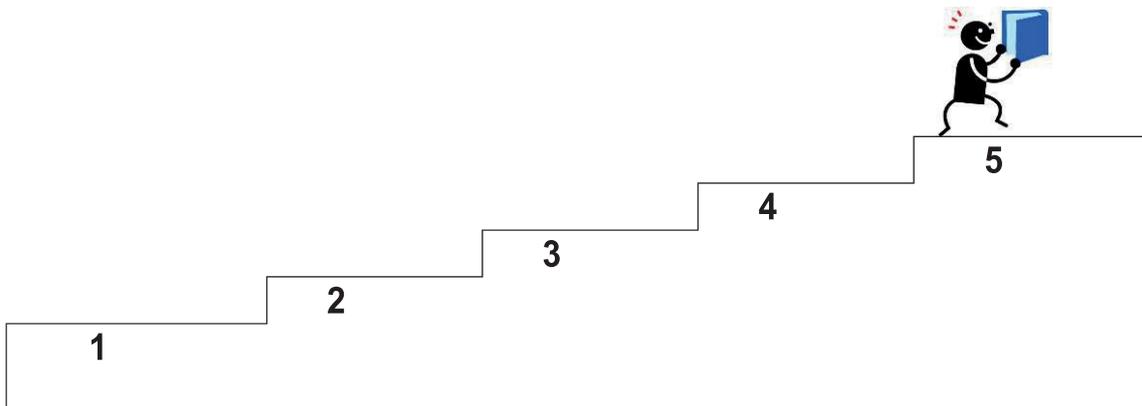
**Page 26**

**Step 3 will help me look at how I respond**

**Step 5 will look at how I can get further help**

**Page 41**

## Step 5: Getting Further Help



The aim of this Step is to identify whether you need further help for you and your family. If your relative wants help, there is also information in this section which may be helpful.

For many people reading and using this handbook will have been sufficient for them. You may not feel that you or your family need any further help at the moment and that it has been enough to:

- Think about the issues raised in the handbook.
- Think about the problems that you experience with your relative's behaviour and his/her gambling problems.
- Gain more knowledge and information about gambling problems and how your relative behaves as a result.
- Look at how you respond.
- Look at your support needs.

However, you may feel that you would like the opportunity to talk to someone else about your relative's gambling and the problems it is causing for you and your family. You may feel that you, your family or your relative want to get some form of further help. You may want to think about this and whether this could be of most help to you. There is a list of organisations later in the handbook (from page 62) – you can either contact them directly for help or contact them to find out about a range of services in your local area.

In addition, there are some specific issues which you might want to consider getting further help about. The most common ones are:

1. Supporting children.
2. Supporting your relative if he/she wishes to access treatment services.
3. Dealing with domestic violence and abuse.
4. Getting help for other issues.

Each of these issues is discussed in some more detail below.

## **The impact on children**

You may be reading this handbook as the son or daughter of someone who is a gambler or you may be worried about the impact of someone else's gambling on your own children. Children of any age can have particular issues to deal with. If this is the case for you, or your family, you may feel that you need to get more information about this, or make further contact with additional support agencies that could be of help to children (see page 63 for more information).

If you are an adult who is the child of someone with a gambling problem, you may wonder if you are more at risk of developing a similar problem with gambling. The answer is that yes, you are more at risk, but this is certainly not a foregone conclusion. People who have a parent with a gambling problem are at greater risk of developing similar problems, for example, because they have grown up to see this as 'normal behaviour'; but they are also much more likely to not gamble at all. Many people who have grown up as the child of someone with a gambling problem are more 'resilient': having lived through such a difficulty in childhood, they are more

able to deal with life's problems as adults. Some people in these circumstances are more likely to be able to reflect on their own behaviour, see if they are developing problems, and consider taking action or getting help at an earlier stage. But, being more at risk means you need to be more careful.

If you are an adult and you are worried about the impact on your children (or grandchildren) of a relative's gambling behaviour, then there is lots that you can do to keep them safe. Children with a parent with a gambling problem CAN be harmed by the experiences that they see or hear. Sometimes parents with gambling problems do not pay enough attention to their children. Sometimes they get argumentative or angry, and even aggressive or violent. All of these can have a negative impact on family life generally, and all can be harmful for children, even if the anger and aggression is not directed at the child directly. Your priority in these situations is to make sure that your children remain as safe as possible and this means ensuring that you are safe too.

Some parents think that they have hidden their gambling from their children, however, in our experience children know more than their parents think and if they aren't aware of the gambling behaviour per se, they are aware of the changes in their own and others relationships with their gambling parent. Often children describe that they are aware there is something else that is far more important in their parents' lives, that they are aware of the money difficulties in the family and that their gambling parent is less responsible with money. All of these can bring about feelings of confusion and hurt.

Other adults (the other parent, or grandparents, or other family members) can protect children from most of the harm. They can help children to become 'resilient' so that they do well in life, even though they have had bad experiences. The most important thing for children is to know that there is someone who loves and values them. So, the key things that an adult can do to help a child in these situations become resilient are to provide security and affection and attention for the child: attachment and security are the key elements that lead to resilience.

It is also important to create the conditions which allow children to talk about their worries and concerns. Gambling problems are often 'secret' within families, with children knowing that this is a subject that cannot be talked about. So, other adults need to ensure that the children know that they can raise these issues, in safety, and discuss the concerns with a caring adult who will not react negatively, can still see the gambling parent positively although acknowledging they feel differently about the child's parents gambling and gambling related behaviour.

### **What can I do if my relative wants help?**

If your relative thinks that now is a good time to start to tackle his or her gambling, then that is great. It may be helpful to know that, although sometimes people do manage to deal with their gambling problems the first time that they try, for many people, stopping problematic gambling is a long process, with relapses being quite

common on the way (please see cycle of change section on page 53). One outcome of going through this handbook is that you may have talked to your relative about it and how it has helped you. The handbook may have helped you think about how you could broach a conversation with your relative about his or her gambling and how it is affecting you (and maybe also others in the family). You may even have shown this handbook to your relative. However, everyone's circumstances are different and you should make sure that it is safe for you to talk to your relative in this way.

If your relative wants to get help, you could tell him or her about one or more of the agencies listed at the back of this handbook. It is best if relatives make this contact themselves, but you could help them to do that, if they wanted. Remember the decision needs to be theirs; you need to look after yourself and any children first and foremost.

### **Dealing with violence and abuse**

It can be very difficult living with someone who has a gambling problem. There will often be conflict because the gambling use is likely to cause tensions and problems at home. Conflict is different from domestic abuse though. First, let's be clear what domestic abuse is. People automatically think about physical violence. This can be part of it but many people suffer domestic abuse without physical violence. Domestic abuse is about a pattern of controlling and abusive behaviour in which the victims (often, but not always, women and children) may experience mental and emotional abuse, financial abuse and sometimes sexual and physical abuse. Examples include being put down all the time, being made to feel useless, unattractive and stupid, being threatened, or forced to do things you don't want to do, usually to keep the peace or to try to prevent the abuse from getting worse. It can end up feeling like you're walking on eggshells and often living in fear of when things will flare up again. Sometimes victims of abuse will use alcohol or drugs themselves to try to cope with how they're feeling. Often the abuse is perpetrated by a partner, but parents also report experiencing abuse at the hands of older children who gamble including their adult children.

Some people with gambling problems also drink alcohol and use substances excessively too and we know that substance use can make domestic abuse worse. It might mean that the abuse happens more often and can be more serious than when your relative is not drinking or using.

Nobody likes to think they suffer domestic abuse – like gambling problems, these things happen to other people don't they? You are not alone. The good news is you can get advice and support for yourself, the children and your abusive partner if he is willing to seek help.

Your priority is to keep yourselves as safe as possible. It is important to think about how to do that when you aren't in the middle of it. Planning ahead so you know what your options are if it does happen is most important. In the heat of it all you will probably feel too frightened and confused to think clearly. You can talk to

someone about 'safety planning', or find out more on the Internet, and then choose what suits you.

Some people can feel disloyal for seeking help. It doesn't mean you don't love your relative or have given up on them. What it does mean is that you are not going to let the person continue abusing you. It means you are taking back some control of your life and getting the support you need and, importantly, what the children need as they can't usually do it for themselves. There are organisations that can help you and your children, either on the phone, web or in person, including Women's Aid, ManKind, Refuge, the Samaritans, or your local Citizens Advice Bureau (see page 63 for more information). For people who are behaving abusively and violently there are also places to go for help. A good place to start is the Respect helpline - 0808 802 4040.

### **Getting help for other issues**

There are many other difficulties that people experience when a loved one has a gambling problem and which you may feel that you would like to find out more about. There are just too many to consider in detail in this handbook but some are listed below:

1. Debt or other financial advice.
2. Family planning or contraception advice.
3. Marital or couples counselling<sup>2</sup>.
4. Family Therapy<sup>3</sup>.
5. Legal advice.
6. Specific health problems.
7. Getting help and support if your relative is in prison.
8. Support because of bereavement.
9. Housing Support

Some of the organisations listed later in this handbook (from page 64) will be able to offer some help with these problems, or make suggestions as to who else you could contact. Other sources of help to deal with some of these problems could include your GP or surgery, the Citizens Advice Bureau, the Library or other community resources, and the Yellow Pages or the Internet.

Finally, reading this handbook may have helped you to think about other things in your life which you wish to address. This could be wanting to go to college to gain a new qualification or take up a new interest, wanting to work as a volunteer or get involved in the community in some other way, engage in sport or other activities, or gain advice about particular issues such as your finances. Some of the organisations listed later may provide some information on these issues, but you will be able to find out much more on the Internet or by accessing local resources such as the Library or the National Council for Voluntary Organisations.

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<sup>2</sup> Where there is recent/ongoing domestic abuse this is not recommended for safety reasons.

<sup>3</sup> Where there is recent/ongoing domestic abuse this is not recommended for safety reasons.



### Exercise 10

This exercise will help you think about whether you or your family need any further help. If you want to, you could look back over previous exercises and see if there are any issues that you still feel are unresolved and how you could get help to deal with them.

1. What further help do I think I still need?
2. What can I do to try and get this help?
3. Does my relative want any help? What am I going to do about this?
4. What kind of help would other members of my family benefit from?
5. What am I going to do about this?

**Well done, you have completed Step 5!**

Hopefully, Step 5 has helped you to:

- Think about any further help that you or your family might need.
- Think about what you might do if your relative wants help.

It is important that you remember that:

- The focus of this handbook is on you.
- You may feel relieved that your relative wants help but you should still put your own needs (and those of others in your family) and safety first.
- Your relative's behaviour may not change overnight.

There may be sections of the handbook that you want to read again, or for the first time. There may be further information that you would like, in which case the next section may help you further.

**Page 9**

**Step 1 will help me think about the problems I am having**

**Page 17**

**Step 2 will help me increase my knowledge and understanding**

**Page 26**

**Step 3 will help me look at how I respond**

**Page 34**

**Step 4 will look at how other people could support me**

## What have I gained from reading the handbook?

There are a number of things that you may have gained from reading and using this handbook. Look at the list below and tick any that apply to you.

- I understand more about how my relative's problems have affected me and my family.
- I have spoken to a friend/relative who didn't know about the problem.
- I have looked up some more information on the Internet.
- I have changed how I respond to my relative when he or she behaves in a particular way when they have been gambling.
- I know a bit more about domestic abuse and who to contact if I want to talk or get some support.
- I have contacted a local service about getting some more help for myself and my children (or other family members).
- I have considered my own needs as well as thinking about my relative.

There may be other ways in which you have found this handbook helpful, or you may want to write some very specific ways in which the handbook has helped you and your family. Use the space below to write some of these things down if you want.

- 1.
- 2.
- 3.
- 4.
- 5.

## **Additional Information and Getting Help**



**The aim of this final section of the handbook is to provide some additional information which may be helpful to you and your family. This includes some information on gambling problems, case studies, and details of organisations and other resources. The different parts of this section are not exhaustive but aim to point you in the right direction for getting further help and information to support your use of this handbook.**

## Further Information about Gambling Problems

This section will summarise some of the basic information which it is useful to know about gambling. It is not possible to cover everything in this section; if you want to find out more then you could look at Step 2, or at the Resources section later in this handbook.

### Common Questions:

#### Will my relative always have a problem with gambling?

Most gambling difficulties do improve when help is sought and treatment has been completed. Your relative may be able to stop gambling relatively quickly however it is maintaining the 'stop' that can be harder and usually takes a few attempts before stability is reached. Your relative may be able to move on from gambling in his or her life or your relative may struggle and need to keep vigilant for a significant part of the future so that gambling does not intrude in their life again.

#### If my relative has a problem with one type of gambling (e.g. on the machines) does that mean he/she should not gamble at all (e.g. on sports)?

Usually the answer is it is safer for your relative to completely remove all gambling from his/her life at least for a significant period following the decision that a type of gambling is problematic. That is not to say that all types of gambling have become problematic but just that a similar behaviour may trigger problem gambling to start again.

#### I've heard that there is an addictive personality. Is this true?

Research tells us that there is no such thing as an addictive personality, if by personality you are meaning a set of traits/characteristics (such as someone being described as an extrovert) a person holds over time. A person can be more vulnerable to developing problem behaviours due to the factors described before but these are not related to personality traits.

#### Am I to blame for my relative's gambling problem?

As described earlier in this handbook, multiple factors are involved in someone developing a gambling problem. No one factor leads to a person developing difficulties. You can however be a very positive influence and support to your relative whilst he/she decide whether to access treatment and by looking after yourself and family whilst your relative makes the changes he/she needs to.

#### What steps can I take to prevent my children developing a gambling problem?

Research indicates that children have more awareness than their families think about the gambling difficulties in their immediate family and it is sensible for you as a parent to consider how to help your children understand the situation, to look after them and help them to look after themselves in the future.

- Children can often be very perceptive (more than we realise at times) but they can also get confused about problems and believe that they are in some

way to blame for the difficulties they see happening in their family. It is important that children of all ages understand that any gambling problems, mental health difficulties or financial worries are not their fault, and it is not their job to sort them out.

- Children often experience a parent that is sorting out gambling problems as being distracted and preoccupied and take this to mean they are no longer loved. It is important that they know their parent/other relative loves them but may need to concentrate on getting better for a little while.
- Children have described understanding that there are financial problems in their family and try to make changes themselves. It may be important for them to understand that money may be difficult for a while but for them to understand they should talk to you if they need anything.
- It may be useful to think with your (older) children about the increased likelihood that children with a close relative who gambles problematically, may develop their own difficulties with gambling and discuss looking after themselves by deciding not to participate in gambling in the future.
- It can be helpful for (older) children to understand that if problem with gambling develops there are places they can get help and the sooner they do the better.

#### What can my relative do that will help him/her in the immediate future whilst he/she looks for treatment?

There are four steps that your relative can put in place if he/she is ready to reduce/stop gambling whilst he/she waits to receive further support:

- 1) Your relative can exclude him/herself (from bookies and from internet gambling sites)
- 2) Your relative can stop carrying cash around
- 3) Your relative can increase alternative activities
- 4) Your relative can stop thinking of gambling as a way to make money.

Remember your relative will need to make the decision to stop him/herself. He/she will need to decide that the above suggestions are useful and that it is the right time to put them in place.

#### **Reducing some of the financial harm gambling can cause:**

There are practical steps you can take to protect yourself financially and that provide a safety net for you and your family's financial security in the future whilst your relative is in the process of changing.

Different considerations whilst reading the following need to be taken into account and may influence whether and how you proceed with any changes you make. Factors that may influence how you proceed would be whether the gambling is currently continuing, whether your relative has become physically or emotionally

abusive previously and you are worried about you or your children's safety, and the relationship to your relative (parent, partner, sibling).

- Seek professional financial advice as to your position in relation to any debts that have been incurred through gambling and whether you have any responsibility in paying them. Organisations such as the National Debt Line ([www.nationaldebtline.org](http://www.nationaldebtline.org) - 0808 808 4000) or The Citizen Advice Bureau ([www.adviceguide.org.uk](http://www.adviceguide.org.uk)) may be a helpful places to start.
- Think about whether it would be helpful for you to get further information and ideas to help with budgeting and managing payments.
- Consider whether your relative would have access to money that if spent would mean that household bills, food and rent could not be managed.
- Consider whether separate accounts are needed or whether it would be helpful for you to have access to your relative's account in order to monitor spending.
- Consider whether your relative would have access to a substantial amount of money without your knowledge (e.g. through re-mortgaging your home).
- Consider whether it's helpful to have joint credit cards or whether they could be changed to be in your name only.
- Think about your valuables and whether there is cash 'lying around' at home – is there a safer place to keep them whilst changes are made by your relative with regard to his or her gambling behaviour?

## Cycle of Change

Two psychologists, Prochaska and DiClemente investigated the process people go through when they are trying to change a behaviour and put forward the following 6 stage idea: Please note that the following offers a description but like all of these ideas it may not suit your situation or how you experience your relative. We hope it is useful for your understanding of your relative. Alternatively you may recognise the stages as fitting with your own experiences of changing a behaviour.

### Stage 1: Pre-contemplation

At this stage people do not accept that they need to change a behaviour that is not good for them and will ignore the effect the behaviour may have sometimes through fear but often through a lack of awareness

### Stage 6: Relapse

At times people may go off track and go back to old behaviours. This is called a relapse. At this stage people sometimes give up. However the important thing is to accept the blip and get back on track as soon as possible (moving to Stage 3).

### Stage 2: Thinking about changing

At this stage people have accepted that they need to make changes and try to identify what they can do. They seriously begin to think.

### Stage 3: Planning & Preparation

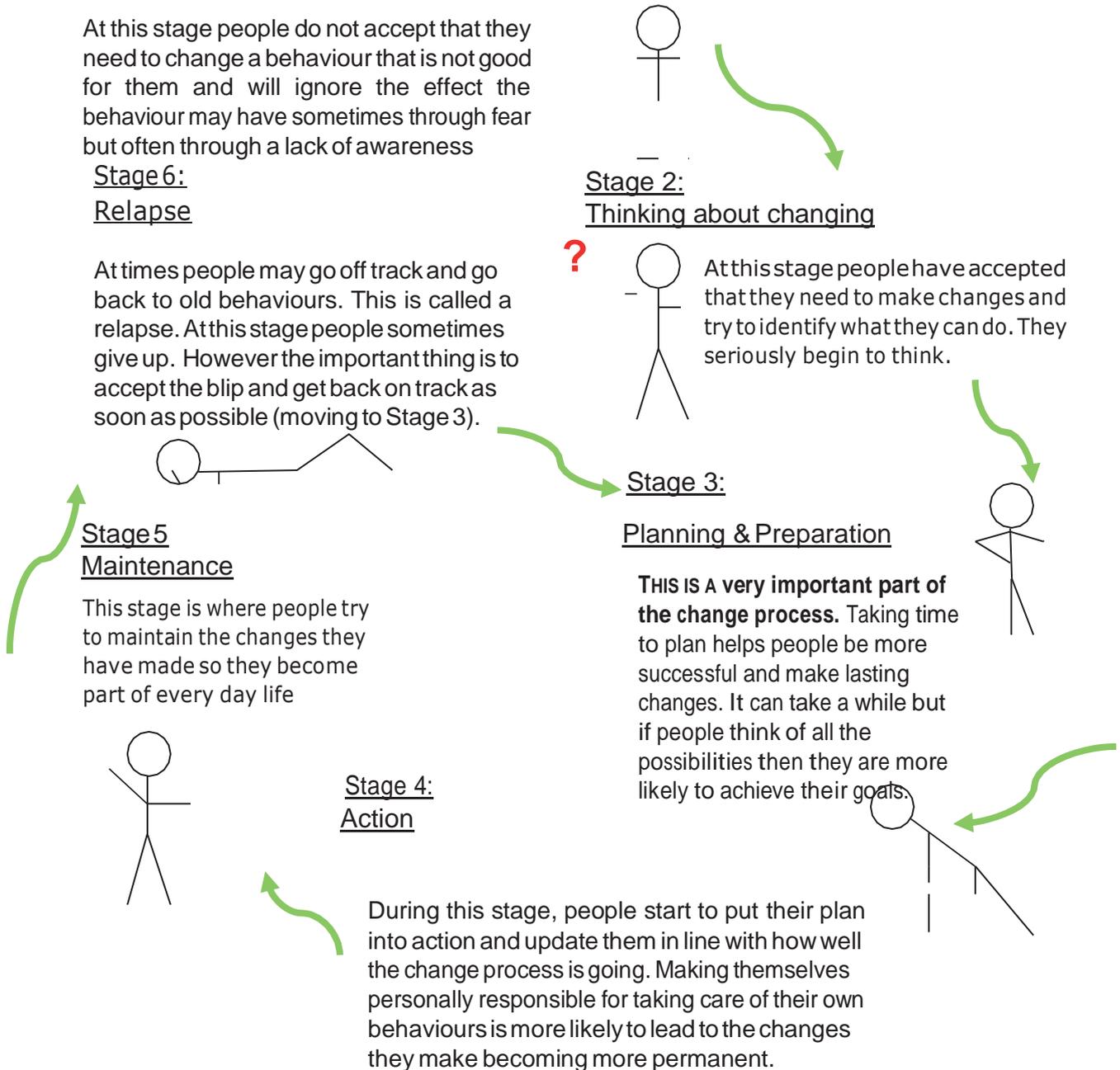
**THIS IS A very important part of the change process.** Taking time to plan helps people be more successful and make lasting changes. It can take a while but if people think of all the possibilities then they are more likely to achieve their goals.

### Stage 5 Maintenance

This stage is where people try to maintain the changes they have made so they become part of every day life

### Stage 4: Action

During this stage, people start to put their plan into action and update them in line with how well the change process is going. Making themselves personally responsible for taking care of their own behaviours is more likely to lead to the changes they make becoming more permanent.



Psychologists have considered how to help people who may be at different stages. So for example for someone who is at stage two, talking about the pros and cons to the behaviour may be helpful, whereas at stage three thinking about the possible times when maintaining the change may be difficult and planning how to cope at those times may be the most helpful.

## Case Studies

To help you see how the handbook can be of help to people who are in similar situations as you, here are four case studies for you to read.

### CASE Study One: Julie and Trevor

Julie is 34 years old and has been married to Trevor for six years and they have a son James, who is two-and-a-half years old. Julie first found out about Trevor's gambling on the eve of their wedding day when she found out from her parents that he had stolen from them, using the catering money for the wedding, for gambling.

Since that time Julie describes how she has been on a roller coaster in her marriage, initially believing Trevor that he had stopped gambling but then finding out he had continued on several occasions. They are in approximately £20,000 debt due to Trevor's gambling – a situation Julie has not been in before.

Trevor is a train driver and works shifts. He bets in the bookies during the day when there is free time before he collects James from nursery. Julie frequently checks Trevor's pockets for betting slips on her return from work especially if she hasn't been able to speak to Trevor during the day. Julie feels that Trevor just can't be honest about his gambling.

Trevor agrees that he needs help with his gambling and has attended Gamblers Anonymous (GA) and this is supported by Julie having complete control of their finances. However this situation is difficult as Julie feels resentful at having to manage all the money and Trevor feels frustrated with having to ask for money and explain why he wants it. This has meant there have been several arguments and Julie has noticed their son getting upset in response to seeing these.

Julie has a very close family but feels that she cannot talk to them about Trevor's gambling as she does not want to colour their opinion of Trevor or bring up the past. They think the gambling before their wedding was a one off.

Julie currently feels very low, pressured to work at a high level to earn more money and isolated from her family who do not know the extent of her husband's gambling. Julie feels that she doubts herself as a mum and as a wife, and feels helpless about her situation. She loves Trevor so much and feels if they could just sort out the gambling then everything would be okay.

## How this handbook could help Julie

<p>Step 1: Julie thought about the problems and how they affected her</p>	<p>I feel exhausted and I am starting to lose hope that Trevor will ever be able to stop. I am worried and guilty about my child and don't want him to hear or see our arguments as I can see it affects him. I have noticed he becomes naughty after we argue. We discipline him, but really we've started it and it's not his fault. I feel pressured to manage the finances myself and I no longer trust Trevor to consistently contribute. I feel anxious and suspicious of Trevor most of the time even when in hindsight Trevor has not been gambling.</p>
<p>Step 2: Julie wanted to seek financial/debt advice</p>	<p>Through talking to the financial advisor I felt reassured that we were doing the best we could in relation to paying back the debt. I also realised that we still have an account that is in both our names that is saving money for our son's education. I think I will talk to Trevor about changing this so this money cannot be used for gambling in the future.</p>
<p>Step 3: Julie thought about how she responded and what she could do differently</p>	<p>Through thinking about the times we argue I realised that I just don't want to carry on in that way. If we continue to argue as much as we have been recently I don't think we should carry on in our marriage. I realise we only ever talk about gambling when something has gone wrong. The rest of the time I'm holding my breath and don't want to bring it up. Maybe we could go to couple counselling to talk about things so we argue less at home.</p>
<p>Step 4: Julie thought about support and who else she could turn to for help</p>	<p>I understand I feel very isolated and that although Trevor talks at GA I don't have anyone I talk to. In doing the network diagram I began to think of an old school friend who I've kept in touch with who I might talk to. I don't see her often but when we meet it's always just the two of us. Also I began thinking about an online help forum that I could use in the evening after James has gone to bed.</p>
<p>Step 5: Julie thought about what other help there could be</p>	<p>I'm going to talk to Trevor and see if we could access some help together.</p>
<p>Three months later</p>	<p>Julie is feeling better and more hopeful. Trevor initially didn't agree to go to counselling together but following a lapse recently agreed they couldn't continue as they were and said he would try. They have their first appointment next week. Julie has accessed the online forum which has meant she's felt less alone and has shared the fact she is getting support with Trevor who was very interested and read some of the responses from family members and said it had helped him understand more of how Julie is feeling.</p>

## CASE Study Two: Sadaf and Chittesh

Sadaf is the older sister of Chittesh who is 23 years old. Sadaf along with the rest of her family have found out that Chittesh has been gambling. They found out when Chittesh was unable to give back the £60,000 their older sister Farha had given him to look after, when she had recently asked him. Farha had given Chittesh money that was saved for her to buy a property.

At a family meeting Chittesh told them that he had also used his own savings and £10,000 of their parents' money (through the family business). Chittesh explained he had started going to casinos with friends at University and said initially he had thought it was a good night out, having won £1,000 in one night. Chittesh described that when he returned to live at home and help in the family business, he had started to gamble more and for the last year Chittesh said he lost more and more but kept on thinking he could win it back. Since that meeting, both parents and Farha had struggled to come to terms with how Chittesh had behaved. Farha was refusing to speak to her brother and Chittesh was finding his parents barely talking to him and becoming very upset if the conversation arose about gambling.

Sadaf feels that she is trying to hold the family together, wanting to support her younger brother but also understanding why other family members are so hurt by what has happened.

### How this handbook could help Sadaf

<p>Sadaf thought about how she and her family had been affected.</p>	<p>I feel shocked that Chittesh has stolen money from us as a family. I didn't even know he was gambling. I worry about my mother and father as they are getting older and this stress can't be doing them any good. Farha is so upset and angry. She had been really saving and so happy about a recent flat she saw. I'm not sure she'll forgive Chittesh. I feel like I need to help everybody, but I feel overwhelmed.</p>
<p>Sadaf thought more information about gambling problems, ways to help her brother and paying back debt would be useful.</p>	<p>Finding out more about gambling problems helped me understand that many people struggle to tell others what is happening and try and sort it out themselves. I don't think that Chittesh saw it as stealing, more as borrowing. It was useful finding out about how I could help Chittesh and realising that he and I could think of ways I might help him, like offering to look after his cards or checking his account to see if he's spent money and what on. I think we need to sort out a plan as to how Chittesh will pay everyone back and I've found out about a local CAB where I could go with Chittesh.</p>
<p>Sadaf thought about how she had responded and what she may do differently.</p>	<p>Through thinking about how I responded I realised that I hadn't spoken very much about my thoughts with anyone. I think it may be helpful if I talk to Chittesh so he knows I want to help and that I'm trying to understand. I think I could do more in helping Chittesh sort things out but I understand he may not want to.</p>

Sadaf thought about her support and who she could turn to for help	I realised how important talking with my husband has been and I think I will share more of what I've learnt. He's always really liked Chittesh and his uncle struggled with depression so he understands my feelings about what is happening. I would like to speak to my family more but I think I may have to wait a while.
Sadaf thought about what other help there could be.	There is a family support group so I think I'll go and see how others cope. It may be helpful for me to hear about other families' experiences and whether there is anything I can do to help the family talk a bit more.
3 months later	Sadaf has spoken to Chittesh and they have arranged that her husband and Sadaf will meet weekly with Chittesh as a way of supporting him. They have agreed that Chittesh will talk with them about whether he has gambled and how he has spent his money but that they won't have access to his accounts at this time. Sadaf has shown her husband the handbook and he encouraged her to show her parents. They all met and talked together. Sadaf's parents seemed interested and said they also wanted to read through the exercises and information. Sadaf is continuing to be supportive to Farha who is not talking to Chittesh and understands that the situation has impacted Farha the most.

### CASE Study Three: Linda, John and Sarah

Linda and John are in their early 60s and fostered Sarah when she was four years old. She is now 25 and lives in her own flat two miles away from Linda and John and works as a beautician. Linda and John have five foster children who have all grown up and moved away from home, but who all still keep in touch with Linda and John. Sarah had a difficult early start; her mum had struggled with drugs and alcohol and Sarah was removed from her mum's care when she was two years old. She had three other foster families before being fostered by Linda and John. Sarah was a difficult child and previously has been very aggressive and threatening towards Linda. Four months ago Neil (their 28 year old foster son who is close to Sarah) spoke of his concern about Sarah managing her money and that he'd had to pay her rent twice in the last four months and she had yet to pay him back. Linda and John spoke to Sarah but she dismissed their concerns and had seemed angry they had known saying it was her own business.

A month later Neil came to Linda and John again saying he thought Sarah was using drugs and it seemed to be a problem as she had come to him again to ask for rent money. Neil was wondering what he should do as he couldn't afford to pay her rent again but also felt she was in trouble. They agreed that Linda and John would give Neil the money so he could give Sarah the money for her rent. Linda had felt less comfortable with this arrangement and wanted to speak with Sarah.

Linda and John went to Sarah and expressed their concern and said that they were worried she was in trouble. Sarah became upset and explained she had been gambling on the internet and had just got into a bit of debt. Sarah promised she had stopped and would not play again and asked them not to tell the rest of the family.

Since that time Linda and John have found out Sarah is in £35,000 worth of debt and is at risk of losing her job due to her attendance record. Linda and John have decided

to use their retirement money to pay her debt and Sarah has agreed to pay them back monthly. This has caused some friction between Linda and John who disagreed how to help Sarah: John wanted to financially help Sarah, Linda felt more apprehensive both about their own security in the future but also about how their other foster children would feel if they found out. Linda also was worried that Sarah would not pay them back.

Sarah had said she was going to get help, but when Linda last asked Sarah was again dismissive.

### How this handbook could help Linda and John

<p>Step 1: Linda and John thought about the problems and how they had been affected.</p>	<p><u>Linda:</u> I feel worried about Sarah's future and don't feel she is taking the problem as seriously as she could. I feel anxious about money and how we will cope in the future if Sarah doesn't pay us back. I feel hurt that Sarah didn't come and talk with us sooner and don't really feel I understand how it got to being so bad. <u>John:</u> I feel worried that Linda is angry about us bailing out Sarah. My sleep has been affected and I lose concentration a lot at work. I don't really know anything about problem gambling but I'm concerned Sarah will keep gambling if she doesn't get help.</p>
<p>Step 2: Linda and John wanted to understand more about gambling problems</p>	<p><u>Linda:</u> It helped finding out more about how gambling problems can develop and that Sarah can put a programme on her computer that will block gambling sites to help her stop gambling. <u>John:</u> Finding out more about the internet gambling sites helped me understand how easy it is to get involved and how quickly problems can develop. I just hadn't realised.</p>
<p>Step 3: Linda and John thought about how they responded and what they could do differently</p>	<p><u>Linda:</u> It was interesting thinking about how we had tried to help so far and I think since we agreed about the money I've backed off and not spoken about it further with Sarah. I would like to speak to Sarah about my concern and show her the information about the gambling blocking programme but I'm worried about her response. <u>John:</u> Through thinking about the situation I realised it may be helpful for Linda and I to discuss how we respond to Sarah if she doesn't repay us as agreed.</p>
<p>Step 4: Linda and John thought about support and who they could turn to for help</p>	<p><u>Linda:</u> I have been talking to my prayer group who have been very supportive and understanding. They have suggested that there may be a gambling family support group I could go to so I have decided to look. <u>John:</u> My main support is Linda and I understand that this may be an added pressure for her as I have no one else I've spoken to about Sarah's gambling problems. I decided to speak to my older brother about the situation as I would like to talk further about not telling Sarah's brothers and sisters about her gambling problem. He has three children of his own and I'd value hearing his perspective. I'm not sure about attending a group though I may reconsider if Linda wants me to go with her.</p>

Step 5: Linda and John thought about what other help there could be.	We would want to find out where Sarah could go for help so we want to find out about different organisations.
Three months later	<p>Linda and John have spoken about their financial situation and have agreed that they will not bail out Sarah in the future if she gets into further debt.</p> <p>They have found information about where Sarah could get help and have left the information with her to use as she wants to. Sarah is continuing to repay them as agreed.</p> <p>John has spoken to his brother who was very supportive. Linda has noticed John is sleeping better.</p> <p>Linda has not attended a family support group but knows where one is held if she wants to attend in the future. They do not know what to do about the rest of their children. They have decided for now not to say anything but think this may change if Sarah continues to ask family members for money.</p>

### **CASE Study Four: Helen, Alex, Jess and Joe**

Helen and Alex, both in their late 40s, have been together for five years. Helen has two children from a previous marriage; Jess who is 16 years old and Joe who is 14 years. Helen did not know that Alex gambled, until the day when she received a call from the local A & E department. Alex had taken an overdose of paracetamol whilst Helen had gone out with Jess and Joe to the cinema. Alex had called the ambulance and been rushed into hospital straight away for emergency care and had to stay overnight. Alex had been depressed for more than two years and was getting better, at least so Helen thought, since starting the antidepressant medication prescribed by his GP. What Helen hadn't known was that Alex had started gambling around the time he got depressed, initially as a self-medication, to 'beat depression', as he put it. Initially he would only bet on a few football matches over the weekend but gradually he started gambling more and more. He would play online poker, often at night, after Helen had gone to bed. Later, he also started to gamble while at work, on the office computer, and had been warned twice by his office supervisor. As a result of his gambling he had amassed over £30,000 in debts, and all this while Helen was unaware of Alex's problems. Alex felt he would win the money back soon and hence continued to keep his gambling problem to himself. He felt Helen would be disappointed in him if he told her. Eventually Alex couldn't 'hack it' anymore and so decided he was better off dead, so took an overdose. Helen, on hearing this, felt upset, guilty, angry and helpless. Helen felt concerned about her two children both in terms of knowing about Alex's suicide attempt and his gambling and the impact this may have on their relationship with Alex but also in terms of the debt they found themselves in. Helen had wanted to support Jess in continuing her education at University and wondered how this would be possible. Both children had a difficult year ahead with exams and Helen also had noticed that although Jess had spoken to Alex since his return from hospital she thought Joe seemed quite withdrawn and was spending more time in his room on his computer. All in all Helen felt she was caring for three children not two and was unsure how she would manage to support them in the coming months.

## How this handbook could help Helen

<p>Helen thought about how she and her family had been affected.</p>	<p>I feel very upset that Alex has tried to take his own life and that thinking of me, Jess &amp; Joe did not stop him. I think both Jess and Joe are shocked and I'm worried that this will affect their exams this year. I think Alex's suicide attempt in some ways has affected them more as I'm not sure they know just how much Alex has been gambling.</p> <p>I am worried about both paying off the debt and our financial stability in the future if Alex is unable to work. I am unsure how supportive his company will be given his previous behaviour.</p> <p>I feel frustrated and angry I'm having to cope with everything and Alex is so distant.</p>
<p>Helen thought more information about gambling problems and depression, ways to talk to Jess and Joe and information on paying back debt would be useful.</p>	<p>I found it useful finding out about problem gambling and realised how the gambling originally started as something that helped Alex to manage his depression. I found through a search on the internet a book called 'Living with a black dog' which really helped me understand my situation a bit more.</p> <p>I began to think about what was important to share with Jess and Alex and perhaps what wasn't.</p> <p>I found it useful to consider the debts Alex has built up as debts to be managed separately as they are all in Alex's name. This means I don't have responsibility for them but I have spoken to Alex about us both going to a financial advisor so we can agree a way forward together.</p>
<p>Helen thought about how she had responded and what she may do differently.</p>	<p>I think I've withdrawn from Alex; trying to sort things out, focus on the children and cope, but I think I would like to start talking a little more about next steps and what support Alex needs. I think I may need to think about the best time to do this and what needs to be discussed first, as I think too much won't be helpful.</p>
<p>Helen thought about her support and who she could turn to for help.</p>	<p>My sister is a great support who lives nearby and Joe in particular gets on well with her husband so it maybe they can help and provide Jess and Joe with a bit of support.</p> <p>My close friend Natalie is more protective and can often be quite judging of Alex. She has told me to leave him and I don't think she understands how I feel. I've decided to not talk to her for the time being but maybe see her socially with the children as I know the topic won't come up.</p>
<p>Helen thought about what other help there could be.</p>	<p>I feel really unsure how Alex's work will respond but I have decided that I need to contact MIND to see whether they can help me know Alex's rights.</p> <p>I searched online for 'family support after suicide attempt' and found a number of websites offering advice and emotional support to family members like me. I decided to phone the Samaritans so I could speak about how I was feeling and how I could respond in the future.</p>
<p>3 months later</p>	<p>Helen and Alex are having more regular conversations and have been to see someone about their finances. Alex said he wanted to get further help and has referred himself to an organisation specialising in gambling.</p> <p>Helen has spoken to Jess and Joe about what happened and explained how they are getting help.</p>

## Organisations offering further help

There are a large number of organisations, websites and other resources which will be able to give you and your family further help in relation to the issues covered in this handbook. This handbook is not able to give details of all of these organisations but the following pages provide details of some of the key agencies across the United Kingdom which may be able to offer you further help and information<sup>4</sup>. The majority of the organisations listed are national. They, or other resources like the Internet, the Library or your GP, will be able to suggest local services. Some of the websites and organisations will give details of how you can find them on social networking sites such as Facebook or Twitter.

Remember, that if you are worried about someone else seeing what websites you visit then there is information which can help you cover your tracks on the Women's Aid website. You could also use a computer at the local library, a friend's house or work.

If you want then you could use the blank table below to fill in details of any other organisations or resources that you find helpful.


<sup>4</sup> At the time of publication all details contained in this section were up-to-date.

## Help with Gambling Problems

Gamblers Anonymous	A fellowship of men and women who have joined together to do something about their own gambling problem and to help other compulsive gamblers do the same.	<a href="http://www.gamblersanonymous.org.uk">www.gamblersanonymous.org.uk</a>
GambleAware	A website that gives advice on gambling responsibly. Responsible gambling means making choices based on all the facts, and staying in control of how much time and money you spend.	<a href="http://www.begambleaware.org">www.begambleaware.org</a>
GamCare	A registered charity that takes a non-judgemental approach to gambling, and a leading authority on the provision of information, advice and practical help in addressing the social impact of gambling.	<a href="http://www.gamcare.org.uk">www.gamcare.org.uk</a> National Helpline: 0808 8020 133
Gamban	Effective software for blocking online gambling sites and apps.	<a href="http://www.gamban.com">www.gamban.com</a>
Gamstop	An online self-exclusion scheme blocking the use of UK-based gambling websites and apps.	<a href="http://www.gamstop.co.uk">www.gamstop.co.uk</a>
Gambling Watch UK	An independent organisation which exists to question the present policy of support for the expansion of gambling in the UK and to propose alternative policies which would have the effect of preventing such expansion. Its members believe that the expansion of gambling is harmful from a public health perspective and is inconsistent with support for positive cultural values. It does not campaign for the total prohibition of gambling.	<a href="http://www.gamblingwatchuk.org/">www.gamblingwatchuk.org/</a>
Gordon Moody Association	Provides residential treatment for severely addicted gamblers, as well as providing outreach support and internet counselling service.	<a href="http://www.gordonmoody.org.uk">www.gordonmoody.org.uk</a> Tel: 01384 241292
Monzo Bank	A very flexible and user friendly online bank which allows customers to block all gambling sites and limit the amount of cash that can be withdrawn.	<a href="http://www.monzo.com">www.monzo.com</a>
NHS National Problem Gambling Clinic – Clinic based in London	The Clinic treats problem gamblers living in England and Wales who are aged 16 and over. It assesses the needs of problem gamblers as well as those of their partners and family members, and offers evidence based treatments as well as interventions to assist with financial, employment, social and relationship difficulties.	<a href="http://www.cnwl.nhs.uk/gambling.html">www.cnwl.nhs.uk/gambling.html</a> Tel: 0207 534 6699
NHS Northern Gambling Service – Clinics based across the North of England	The service treats problem gamblers who are aged 18 and over, and covers the North of England including the North Midlands. It assesses the needs of problem gamblers as well as people close to them such as family and partners, and offers evidence based treatments as well as interventions to assist with financial, employment, social and relationship difficulties.	<a href="http://www.leedsandyorkpft.nhs.uk/our-services/services-list/northern-gambling-service/">www.leedsandyorkpft.nhs.uk/our-services/services-list/northern-gambling-service/</a> Tel: 0300 300 1490
The Gambling Commission	Has the responsibility to measure and monitor the proportion of adults in the UK with gambling problems, to ensure problem gambling is adequately understood & researched and that the policies ensure that gambling licence holders act in a socially responsible way towards their customers.	<a href="http://www.gamblingcommission.gov.uk">www.gamblingcommission.gov.uk</a>

## Help with Alcohol and Drug Problems

Organisation	Description	Contact
Drinkline	National helpline for those with alcohol problems, and those who are concerned about them.	Tel: 0300 123 1110
Alcoholics Anonymous (AA)	International group based fellowship meetings for alcoholics.	<a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a> Tel: 0800 9177 650 help@aamail.org
Narcotics Anonymous (NA)	International group based fellowship meetings for people with drug problems	<a href="http://www.na.org">www.na.org</a>
Cocaine Anonymous (CA)	International group based fellowship for those with a cocaine addiction.	<a href="http://www.cocaineanonymous.co.uk">www.cocaineanonymous.co.uk</a> Tel: 0800 612 0225
Release	National organisation which runs a range of legal services and advice specifically for drug users.	<a href="http://www.release.org.uk">www.release.org.uk</a> Tel: 0207 324 2989 <a href="mailto:ask@release.org.uk">ask@release.org.uk</a>
FRANK – National Drugs Helpline	Website and helpline for those who want to find out more about drugs.	<a href="http://www.talktofrank.com">www.talktofrank.com</a> Tel: 0300 123 66 00 <a href="mailto:frank@talktofrank.com">frank@talktofrank.com</a>

## Help for Families and Carers

Organisation	Description	Contact
Citizens Advice	Helps people resolve their legal, money and other problems by providing free information and advice, and by influencing policymakers.	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
Carers UK	National organisation which supports carers – it is run by carers for carers.	<a href="http://www.carersuk.org">www.carersuk.org</a> Tel: 0808 808 7777
CNWL Urgent Advice Line	Out of hours support and advice for anyone using CNWL services	Tel: 0800 0234 650
Family Lives	A national charity which offers help and support about all aspects of family life. Includes the free helpline resource Parentline.	<a href="http://www.familylives.org.uk">www.familylives.org.uk</a> Tel: 0808 800 2222
Gam-Anon	Support to those affected by another person's gambling. A fellowship of men and women who are husbands, wives, relatives or close friends who have been affected by problem gambling.	<a href="http://www.gamanon.org.uk">www.gamanon.org.uk</a>
GamCare	A national organisation offering counselling, online support and helpline for those affected by someone else's gambling.	<a href="http://www.gamcare.org.uk">www.gamcare.org.uk</a> Tel: 0808 8020 133
Parentline Scotland	A free helpline, and other resources, for parents in Scotland who are concerned about children.	<a href="http://www.parentingacrossscotland.org">www.parentingacrossscotland.org</a> Tel: 0131 313 8816
Action for Prisoners' Families	The national voice of organisations which support prisoner's families.	<a href="http://www.prisonersfamilies.org.uk">www.prisonersfamilies.org.uk</a> Tel: 0808 808 2003
Grandparents Plus	National organisation which support grandparents and the wider family, including when they take on the care of grandchildren.	<a href="http://www.grandparentsplus.org.uk">www.grandparentsplus.org.uk</a> Tel: 020 8981 8001

NHS National Problem Gambling Clinic	National NHS clinic offering family support groups, psycho- educational sessions and family therapy.	<a href="http://www.cnwl.nhs.uk/gambling.html">www.cnwl.nhs.uk/gambling.html</a> Tel: 0207 381 7722
National Debtline	Provides free confidential and independent advice on how to deal with debt problems.	<a href="http://www.nationaldebtline.co.uk">www.nationaldebtline.co.uk</a> National helpline: 0808 808 4000
Princess Royal Trust for Carers	National organisation which recognises and supports the diverse needs of carers. Website gives details of contact in Scotland and Wales.	<a href="http://www.carers.org">www.carers.org</a>
Samaritans	Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.	<a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a> Tel No UK: 116 123 Email: jo@samaritans.org.uk
StepChange	UK charity offering free expert debt advice and a range of practical solutions.	<a href="http://www.stepchange.org">www.stepchange.org</a> Tel: 0800 138 1111

## Help for Children and Young People

Organisation	DESCRIPTION	Contact
Action for Children	Helps children achieve their full potential, through services that support some of the most vulnerable and excluded children in the UK.	<a href="http://www.actionforchildren.org.uk">www.actionforchildren.org.uk</a>
ChildLine	Free & confidential helpline for children & young adults in the UK. Also runs other forms of online support.	<a href="http://www.childline.org.uk">www.childline.org.uk</a> Tel: 0800 1111
The Children's Society	Offers a range of advice and information to young carers. Helps young people find out about young carers projects in their area.	<a href="http://www.childrenssociety.org.uk">www.childrenssociety.org.uk</a> 01962 711511

## Help about Domestic Violence and Abuse Issues

Organisation	DESCRIPTION	Contact
Women's Aid	Main national organisation supporting the victims of domestic violence. Provides a wide range of information and local services. Includes free 24hr confidential DV helpline and services for children.	<a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a> Tel: 0808 2000 247
Refuge	For women & children affected by domestic violence, Refuge runs a network of safe houses for those who need emergency accommodation.	<a href="http://www.refuge.org.uk">www.refuge.org.uk</a> Tel: 0808 2000 247
The Hideout	Website developed by Women's Aid for young people living with domestic abuse.	<a href="http://www.thehideout.org.uk">www.thehideout.org.uk</a>
Respect	A UK organisation which runs perpetrator programmes and other services.	<a href="http://www.respect.uk.net">www.respect.uk.net</a> Phoneline: 0808 802 4040
Men's Advice Line	A service run through Respect for male victims of domestic abuse.	<a href="http://www.mensadvice.org.uk">www.mensadvice.org.uk</a> Tel: 0808 801 0327
ManKind	Leading UK charity support male victims of domestic abuse. Runs a national helpline.	<a href="http://www.mankind.org.uk">www.mankind.org.uk</a> Tel: 01823 334244
Southall Black Sisters	Domestic violence support service for Asian and African Caribbean women – there may be similar local services in your area.	<a href="http://www.southallblacksisters.org.uk">www.southallblacksisters.org.uk</a> Tel: 0208 571 0800
The Samaritans	Confidential emotional support for people who are experiencing feelings of distress or despair including those which may lead to suicide. Includes free 24 hr helpline.	<a href="http://www.samaritans.org">www.samaritans.org</a> Tel: 116 123
NSPCC	Offers advice and information on domestic abuse and taking care of children.	<a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a> Tel: 0808 800 5000

## Help with Other Issues

Organisation	DESCRIPTION	Contact
CRUSE Bereavement Care	National charity which offers free & confidential help to those who have been bereaved.	<a href="http://www.cruse.org.uk">www.cruse.org.uk</a> Tel: 0808 808 1677
Young Minds	UK charity which aims to improve mental health and wellbeing of children and young people, and their parents and carers.	<a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a> Parents Helpline: 0808 802 5544
Relate	National organisation which offers services for families facing a range of problems. Relate has expertise in working with couples where domestic abuse is present.	<a href="http://www.relate.org.uk">www.relate.org.uk</a>
Shelterline	National charity for those with housing problems or who are homeless. There is also a Scottish website.	<a href="http://www.shelter.org.uk">www.shelter.org.uk</a> Tel: 0808 800 4444
Family Rights Group	Keeping children safe in their families. Includes Kinship Care Alliance.	<a href="http://www.frg.org.uk">www.frg.org.uk</a> Tel: 0808 801 0366
Age UK (Age Concern & Help the Aged)	A national organisation which runs local services and a range of other resources to support people in later life.	<a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a> Tel: 0800 678 1602
Mind	Leading mental health charity for England & Wales. Runs a range of national and local services.	<a href="http://www.mind.org.uk">www.mind.org.uk</a>
Saneline	Leading UK mental health charity working to improve quality of life for anyone affected by mental illness.	<a href="http://www.sane.org.uk">www.sane.org.uk</a> Tel: 0300 304 7000
Victim Support	National charity for victims of crime in England and Wales.	<a href="http://www.victimsupport.org.uk/">www.victimsupport.org.uk/</a> Tel: 0808 16 89 111

## Further Reading

There are a lot of reading materials on the subject of gambling and other addictions, and on the ways in which families can be affected. It is not possible to give a comprehensive list here, but details are given in the following pages of things that you might find most helpful, most of which should be quite widely available. Bookshops, libraries or online retailers such as Amazon ([www.amazon.co.uk](http://www.amazon.co.uk)) should be able to give you more details of these and other reading materials.

### How gambling problems can affect families

This list contains books and articles which have been written for family members and/or professionals working with problem gamblers and their families.

1. Bellringer, Paul (1999). *Understanding Problem Gamblers*. London: Free Association Books.
2. Blaszczynski, Alex (1998). *Overcoming Compulsive Gambling: a Self-Help Guide using Cognitive Behavioral Techniques*. Robinson.
3. Federman Edward, Drebing Charles & Krebs Christopher. (2000). *Don't Leave it to Chance: A Guide for Families of Problem Gambling*.
4. George S, & Copello A (2011) Treatment Provision for Britain's Problem Gamblers: present gaps and future opportunities. *Advances in Psychiatric Treatment*, 17:318- 322.
5. Ladouceur, Robert & Lachance, Stella (2007). *Overcoming Your Pathological Gambling Workbook*. Oxford University Press
6. Orford Jim et al (2003) *Gambling and Problem Gambling in Britain*. Brunner- Routledge.
7. Orford Jim. (2010). *An Unsafe Bet? The Dangerous Rise of Gambling and the Debate We Should be Having*. Wiley-Blackwell.
8. Orford Jim. (2011). *Addiction Dilemmas: Family Experiences from Literature & Research & Their Lessons for Practice*. Wiley-Blackwell.
9. Petry, Nancy (2005). *Pathological Gambling: Etiology, Comorbidity, and Treatment*. American Psychological Association

### How other addictions can affect families

This list contains both academic texts and books which have been written by family members as a result of their experiences.

1. Orford Jim et al. (2005). *Coping with Alcohol and Drug Problems: The Experiences of Family Members in Three Contrasting Cultures*. Routledge.
2. Velleman Richard, Copello Alex & Maslin Jenny (1998). *Living with Drink: Women who live with problem drinkers*. Longman.
3. Velleman Richard & Orford Jim (1999). *Risk and Resilience: Adults who were the Children of Problem Drinkers*. Harwood Academic.
4. Barnard Marina (2007). *Drug Addiction and Families*. Jessica Kingsley.
5. Gorin Sarah (2004). *Understanding what children say: children's experiences of domestic violence, parental substance misuse and parental health problems*. NSPCC and National Children's Bureau.
6. Kroll Brynna & Taylor Andy (2003). *Parental Substance Misuse and Child Welfare*. Jessica Kingsley Publishers.
7. Mullender Audrey et al. (2002). *Children's Perspectives on Domestic Violence*. Sage Publications.
8. Harris Phil (2010). *The Concerned Other: How to Change Problematic Drug and Alcohol Users Through Their Family Members: A Complete Manual*. Russell House Publishing Ltd. Note that Part 1 of this manual, which covers the academic literature, is available separately.
9. Ward Mike (2003, 2<sup>nd</sup> Edition). *Caring for someone with an alcohol problem (Carers Handbook)*. Age Concern Books.

10. Lawson Sarah (1995). Everything Parents Should Know About Drugs. Sheldon Press.
11. Burton-Phillips Elizabeth (2007). Mum, can you lend me twenty quid. Portrait Books (Piatkus).
12. Trimmingham Tony (2009). Not My Family, Never My Child: What do to if someone you love is a drug user. Allen & Unwin.
13. Yelland David (2010). The Truth About Leo. Penguin Books.

## Addiction

### The 5-Step Method

All of the published material about the 5-Step Method is in academic papers, in books or journals. These publications are less widely available, but they should be accessible via many public or academic libraries (e.g. at colleges or Universities). The following list summarises some of the main publications about the 5-Step Method.

1. Orford J, Copello A, Ibanga A, Templeton L and Velleman R (2010). The 5-Step Method: A Research Based Programme of Work to Help Family Members Affected by a Relative's Alcohol or Drug Misuse. A Special Supplement of the academic Journal Drugs: Education, Prevention and Policy; Volume 17, Supplement 1, pages 1-210.
2. Orford J, Templeton L, Copello A, Velleman R, Ibanga A & Binnie C (2009). Increasing the involvement of family members in alcohol and drug treatment services: the results of an action research project in two specialist agencies. Drugs: Education, Prevention and Policy 1-30.
3. Copello A, Templeton L, Orford J, Velleman R, Patel A, Moore L, MacLeod J & Godfrey C (2009). The relative efficacy of two levels of a primary care intervention for family members affected by the addiction problem of a close relative: a randomised trial. Addiction; 49-58.
4. Templeton L, Zohhadi S & Velleman R (2007). Working with Family Members in Specialist Drug and Alcohol Services: Findings from a Feasibility Study. Drugs: Education, Prevention and Policy 14(2); 137-150.
5. Orford J, Templeton L, Patel A, Velleman R & Copello A (2007). Qualitative study of a controlled family intervention trial in primary care: II The views of primary health care professionals. Drugs: Education, Prevention and Policy 14(2); 117- 135.
6. Orford J, Templeton L, Patel A, Copello A & Velleman R (2007). Qualitative study of a controlled family intervention trial in primary care: I The views of family members. Drugs: Education, Prevention and Policy 14 (1); 29-47.

## Domestic Abuse

The following list summarises some materials which are freely available to access and download via the Internet.

1. Living with domestic violence and substance use. Written by Sarah Galvani (2010). Available through Adfam.  
[http://www.adfam.org.uk/docs/livingwith\\_dv.pdf](http://www.adfam.org.uk/docs/livingwith_dv.pdf)
2. Tackling domestic violence: providing support for children who have witnessed domestic violence. Written by Audrey Mullender (2004)  
<http://ndvf.org.uk/files/document/848/original.pdf>
3. How to help your mates. Young People and Relationship Abuse. (2008)  
<http://www.avaproject.org.uk/media/54339/mates%20ava%20final.pdf>
4. Domestic Violence: A guide to civil remedies and criminal justice sanctions.  
[http://www.family-justice-council.org.uk/docs/DV\\_Guide\\_March\\_2007\\_-\\_English.pdf](http://www.family-justice-council.org.uk/docs/DV_Guide_March_2007_-_English.pdf)
5. The Survivor's Handbook (available in many languages)  
[http://www.womensaid.org.uk/landing\\_page.asp?section=0001000100080\\_004](http://www.womensaid.org.uk/landing_page.asp?section=0001000100080_004)

6. Children and domestic violence: a research overview of the impact on children. Written by Catherine Humphreys and Audrey Mullender. <http://www.icynrnet.net/UserFiles/mullender.pdf>
7. Domestic violence, drugs and alcohol: good practice guidelines. 2<sup>nd</sup> edition. Stella Project (2007) <http://www.avaproject.org.uk/ourresources/good-practice-guidance--toolkits/stella-project-toolkit-%282007%29.aspx>

This document is also available in other languages, large print, Braille, and audio format upon request. Please email [communications.cnwl@nhs.net](mailto:communications.cnwl@nhs.net)

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

#### Arabic

این مدرک همچین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

#### Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

#### Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

#### Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

#### Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

#### Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

#### Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formie audio.

#### Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

#### Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

#### Turkish

**Northern Gambling Service**  
Merrion House Merrion Way Leeds  
LS2 8PD  
Tel: 0300 3001490  
Email: [referral.ngs@nhs.net](mailto:referral.ngs@nhs.net)