

# Gambling Harms Directory for Residents



**Walsall** Council

## Is your own gambling or someone else's causing you to worry about money, work or relationships?

If so, this may be a sign that you are being hurt by gambling. You are not alone in feeling this way, and there is support available.

This leaflet gives three steps to help you. The services listed in this leaflet are anonymous and free to use.

### Crisis Support

These are 24 hour helplines. Please note that most other services in this leaflet are not crisis support.

#### For mental health support

- **Samaritans** – 116 123 / [jo@samaritans.org](mailto:jo@samaritans.org)
- **NHS Helpline** – 111

#### For Domestic Abuse

- **Refuge National Help Line** – 0800 2000 247

## The 3 steps for positive short and long term change:

### Step 1 – Use tools which mean you can no longer gamble

- **TalkBanStop** - 24 hour freephone at: 0808 8020 133 / [www.gamecare.org.uk/talk/](http://www.gamecare.org.uk/talk/)

They offer several free self-exclusion tools:

- **GamStop** – After entering an email address to GamStop, that email address can no longer be used to sign up to gambling websites or to receive gambling promotions.
- **GamBan and GamBlock** – These apps can be downloaded onto your phone and computer to block access to gambling websites and applications
- Contact your bank and internet service provider to block gambling transactions and websites. This can usually be done by calling them, or by visiting the local branch. Doing this will not affect your credit score.

### Step 2 – Access online resources to help understand how gambling can harm you

- **Gambling with Lives** – [www.gamblingwithlives.org](http://www.gamblingwithlives.org)

This website has some resources to help you better understand gambling harms

- **GamLEARN** – [www.gamlearn.org.uk](http://www.gamlearn.org.uk)

GamLEARN is a network for people harmed by gambling. It is free to join and members have opportunities to take part in training and meetups.

- **GamFam** – [www.gamfam.org.uk](http://www.gamfam.org.uk)

GamFam have a 5 step plan for those affected by gambling along with online resources.

### Step 3 – Refer yourself to a specialist gambling treatment service

There are two options for Walsall residents;

1. **West Midlands NHS Gambling Support Clinic** –

Access this support at: [www.midlandsgamblingclinic.org/self-referral/](http://www.midlandsgamblingclinic.org/self-referral/)

2. **Aquarius** –

Access this support by calling 0300 456 4293 or email at [gambling@aquarius.org.uk](mailto:gambling@aquarius.org.uk)

## Other support (not gambling specific) -

### Money and debt services



- **StepChange – 0800 138 1111**  
A charity offering a resources for debt management.
- **Citizens Advice – 0808 278 7812**  
Offers services and advice to residents struggling with money and debt. Ask for the Walsall branch.
- **Walsall Money Advice Project – 01922 623292**  
A Walsall based service, offering residents advice with debt.
- **Household Support Fund – [go.walsall.gov.uk/benefits/household-support-fund](https://go.walsall.gov.uk/benefits/household-support-fund)**  
If eligible, apply to Walsall Council's Household Support Fund

### Housing support



- Contact your housing or mortgage provider about a payment plan.

### Employment



- Speak with your employer as they may be able to offer you support with your mental health, or being paid weekly instead of monthly.
- If you are looking to get back into work:
  - **WorkWell – 0800 952 6955 or [bchft.workwellteam@nhs.net](mailto:bchft.workwellteam@nhs.net)**  
WorkWell will support you if you have a health condition to stay in work or to find new employment
  - **WalsallWorks – 01922 654353 / [WalsallWorks@walsall.gov.uk](mailto:WalsallWorks@walsall.gov.uk)**  
WalsallWorks will help you to find jobs, apprenticeships and training as well as help with writing your CV and preparing for interviews.

### Mental Health Services



- **Rethink Sanctuary Hub – 24 hour helpline at 0800 008 6516**  
You can access support from trained and experienced mental health workers. You can also visit in person for free during the following times (correct at the time of printing):  
Monday - Friday : 6pm-11pm  
Saturday - Sunday : Midday-11pm  
The hub is at 1 Queens Parade, Bloxwich, WS3 2EX.
- **Walsall Talking Therapies – 0800 953 0995 / [walsalltalkingtherapies.nhs.uk/](https://walsalltalkingtherapies.nhs.uk/)**  
This service provides therapy from a trained mental health worker if you are depressed or anxious.

## Reducing social isolation



- **Social prescribing** – Call **0300 555 6666** or talk to your doctor to find a prescriber. They will connect you with local community groups that can support your wellbeing.
- **Making Connections Walsall** – **0121 380 6690**

These are free services to connect residents with local groups. They will ask about your interests and will recommend local clubs and groups for you.

## Domestic abuse



Some of these are 24 hour crisis helplines. Please only call the crisis helplines if you need safe accommodation or are going through an emergency.

- **The Haven** – 24 hour crisis helpline - **08000 194 400**  
Provides safe accommodation in Wolverhampton and support for women to rebuild their lives after domestic abuse.
- **Black Country Women's Aid** – 24 hour crisis helpline - **0121 552 6448**  
Provides safe accommodation in Sandwell and support for women to rebuild their lives after domestic abuse.
- **National Domestic Abuse Helpline** – **0808 2000 247**  
A national helpline for general advice and support
- **Domestic Abuse Walsall Service** – **01922 756574**  
A Walsall based helpline that will give advice and support for Walsall residents.
- **ManKind (For male survivors of male domestic violence)** – **0808 800 1170** or <https://mankind.org.uk/>

## Affected others



The following are services for those who are affected by someone else's gambling:

- **Aquarius and GamFam** have services for affected others. Please see Steps 2 and 3 for their contact information.
- **Chapter One** – [www.chapter-one.org](http://www.chapter-one.org)  
Chapter One's website has many different resources and signposts to local services.
- **GamAnonymous** – Contact at: **0330 094 0322**  
Gamblers Anonymous offers group meetings for both people who gamble and affected others.