



## **A Guide to identifying Problem gambling for on-course bookmakers 2021**

The FRB thought it would be helpful to issue this guidance in order to make you aware of the signs of problem gambling in order for you to respond accordingly.

The fact that our main currency is cash mitigates a lot of risks in particular the likely hood of people betting beyond their means and spending more than they intended. The natural flow of a raceday with large gaps and significant 'cooling off' periods between betting opportunities also act as a safety net towards compulsive behavior. However, we should not be complacent in terms of identifying the harm that gambling can cause in the very small number of people who may develop a problem. To this end please note the behavioral signs of problem gambling.

- Distressed, irritated or depressed behaviour
- Aggressive behaviour towards your staff and other patrons of the racecourse
- Solitary and secretive gambling
- Excessive staking
- A significant increase in staking from one race to the next
- Requesting credit or asking to borrow money from others within their social group
- Requesting bets on markets that you are not advertising.
- An excessive number of bets in one event.
- Over confidence/ bragging about winnings.

Should you encounter these behavioural signs on any given day there are several procedures that can be used to mitigate the harms that the customer may be suffering. Firstly, it is advised you log the incident in the incident book that you must carry as a requirement of your gambling commission licence. Secondly, if it is appropriate try to engage with the customer in a private manner that will not cause further distress and/or embarrassment. You should already be carrying literature and self-exclusion forms that direct a customer to Gamcare (Gamble Aware) these

should be offered to the customer in a manner that is neither condescending or could cause embarrassment, if deemed appropriate

If you do not have up to date Gamcare (Gamble Aware) forms they can be obtained by logging onto [info@gambleaware.org](mailto:info@gambleaware.org) for full details of how to obtain what is required

### **Checklist and General Guidance to Assist our Return to Work**

It would be prudent at this time for all of us to check that our

- Risk Assessment Policy
- Health & Safety Policy
- Social Responsibility Policy
- Anti-Money Laundering Policy

have been updated, if your circumstances and trading model has been changed since their original draft, copies of the above policies can be obtained from your own Associations if required

Finally, as most if not all of us have not used any of our equipment for over a year it would be prudent to test it all before your first foray back onto a racecourse

We will keep you informed via AGT of any Covid exclusions or protocols that may follow our return to work

Stay safe

**The Directors**

**FRB**