

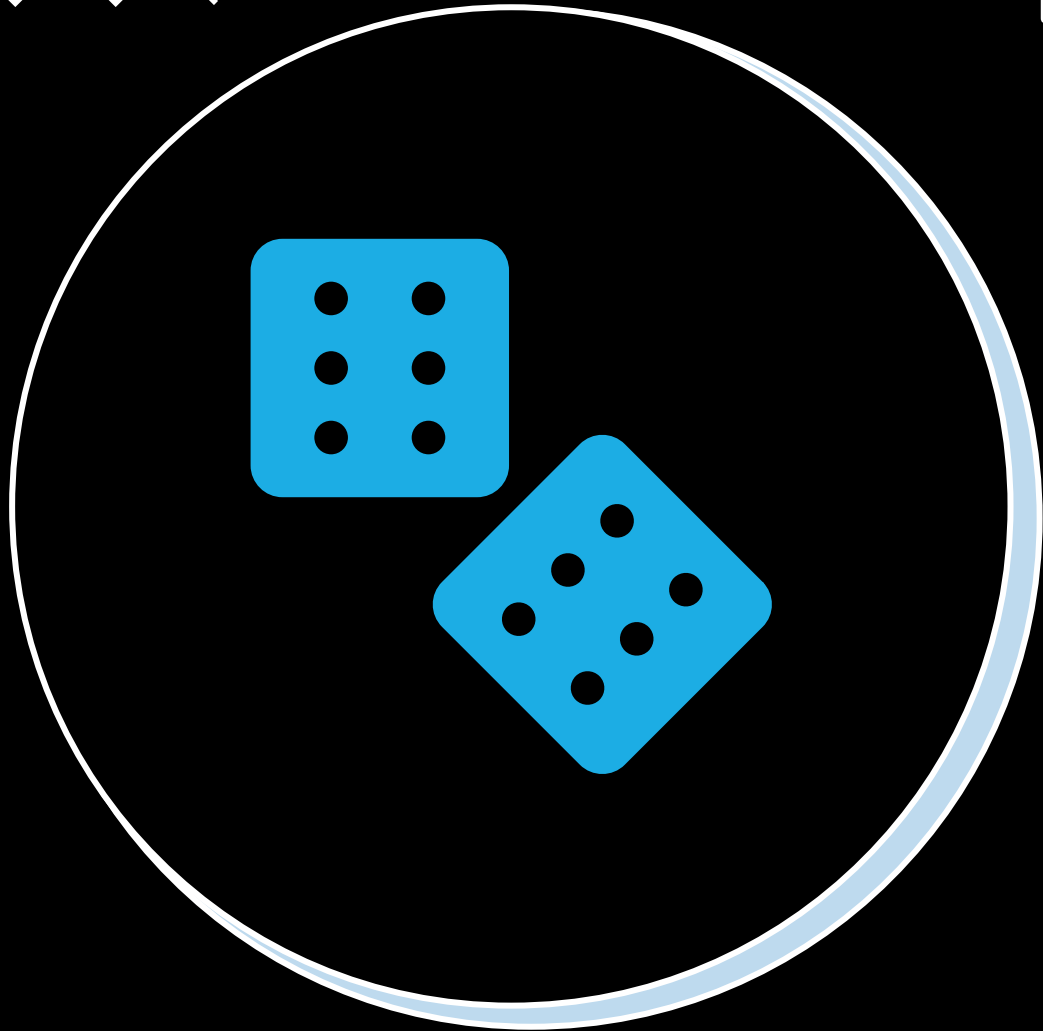
Castle Bingo

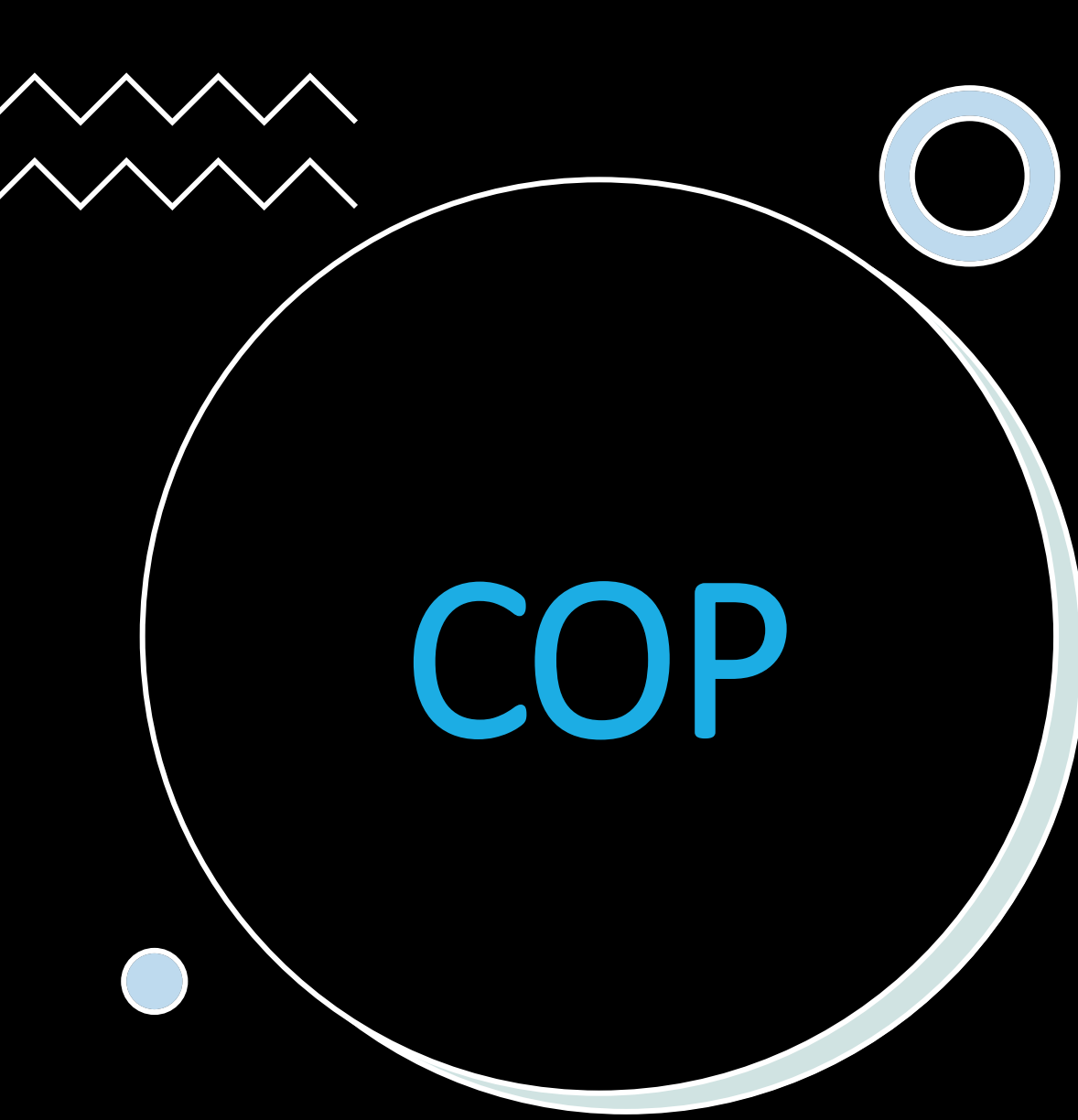
By Sabha Mahmood



DSM-IV

- Pathological gambling
- Gambling disorder



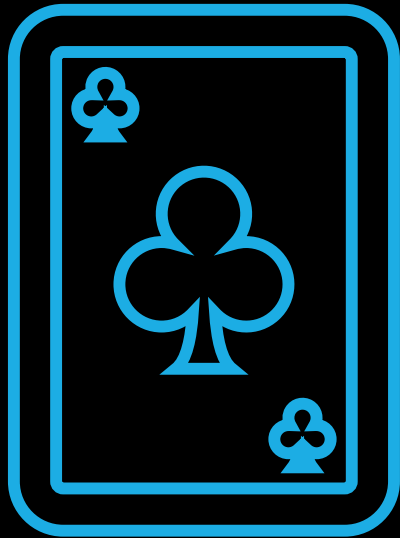


COP

- Crime free
- Open and Fair
- Protect children and other vulnerable people



GamCare



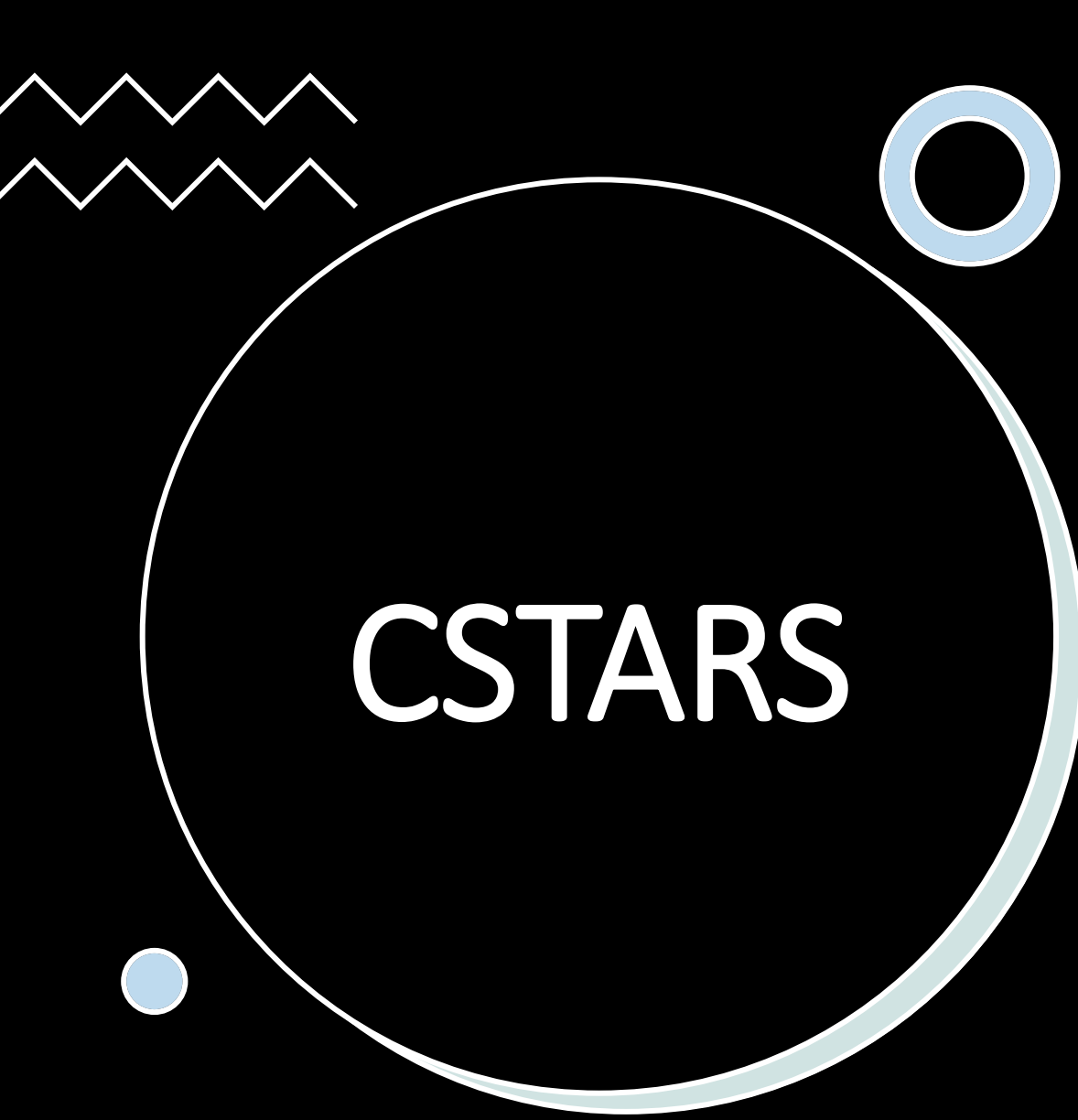
- Software blocking
 - Self-exclusion
 - Money management
 - Self-guided resources
 - Forums
 - Online chat
 - Group chat
- 



The Gordon Moody Association

- Gamblers Anonymous
- Residential treatment
- Recovery housing
- Gambling therapy





CSTARS



Courtesy



Safety



Timing



Attention to
detail



Relationships



Sparkle



Self-exclusion



- Immediate
- 12- or 6-month ban
- 24 hour cooling off period
- Bingo association
- Life ban



My experiences



Mrs. S



Mr. X



Catering



Mrs. J



Staff and
customers



Staff and
customers

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Thank you

Any questions?

By Sabha Mahmood



Notes

- **Slide 1** – Good afternoon my name is Sabha Mahmood and today I will be sharing my placement experiences with the company Castle Bingo owned by Castle Leisure Ltd. The club I will be talking about will be the first castle bingo club opened in 1993 which was in Morriston.
- **Slide 2** – In 1980 the DSM-IV had introduced pathological gambling under the impulse-control disorder class, hugely influenced by the work put forward by Dr. Robert Custer, who is seen as the pioneer of helping gambling addiction. However, it has now been introduced as a gambling disorder under the substance-related and addictive disorder class. (Rennert et al., 2014)
- **Slide 3** – Crime free, open and fair and protect children and other vulnerable people – a few examples of how the company follows these rules is by displaying how many bingo books have been sold that session. This is because this is how they can calculate the prize money in house and it is a 50/50 percentage rate. Bingo books and the electronic system (called ECubs) prices, prize money are clearly displayed to ensure no false advertising. Implementing the think 25 scheme means that any member of staff can request identification from a customer if they feel they look underage. The company also ensure staff are educated on issues such as money laundering schemes and how to spot them. Tending and befriending is by far one of the prominent and valued roles working in the club. It is how you begin to see patterns and then symptoms of gambling addiction. (Social Responsibility 2021; O'Brien, 2021)
- **Slide 4** – . The National Health Services (NHS) refer and encourage people to go to Gamcare on their website. This could be because GamCare is one of the leading services which provide a wide range of treatment programs for gambling disorders in the United Kingdom. Their posters and leaflets are across the club and in discreet places too. Over the past decade bingo has seen its clientele change and has become quite apparent that younger people are frequenting the bingo clubs more often. Due to this GamCare now also provide help through social media and again show how vital it is to tend and befriend as it can be as simple as noticing they have changed from a 10p stake to a £2. My experience with this was with Mr. X who had lost £500 on a slot machine. (GamCare, 2019 ; NHS, 2021)

Notes

- **Slide 5** – Reverend Gordon Moody was the first to bring Gamblers Anonymous to the United Kingdom in 1964 from Los Angeles who began it in 1957. In 1971 Moody opened the first Gordon house in south London for men who had this gambling disorder, over time he realised that the men he was treating needed a place to stay as they were left homeless and had no one to turn to other than the streets. There are now three unique specialist centres available for men and women where support is provided using an intensive evidence-based recovery programmes. There is also respite, counselling, and support for families. A recovery house is another option where if additional treatment is needed, they provide a ‘halfway’ support programme. The gambling therapy, ranges from 121 sessions, group session, online interventions as well as a exceptional support app which has become internationally available and has been provided in a wide range of languages. (Gordon Moody Organisation, 2021 ; *Our approach to care at Gordon Moody* 2021)
- **Slide 6** – The CSTARS are for courtesy, safety, timing, attention, relationships, and sparkle. This is a part of the training provided by castle bingo and is also a part of how they conduct their annual reviews. Courtesy relates to obtaining and displaying good manners, which can aid building rapport with customers. Safety refers to being security conscious which is where the think 25 comes into play as well as being confident in knowing the emergency procedures. Timing can be referred to spotting the signs of gambling addiction as well as ensuring customers are thanked for their patience during busier sessions. Attention to detail which again refers to tending and befriending, seeing their patterns as well as take ownership of any issues or find someone who can. Relationships is to familiarise yourself with the customers and again tending and befriending is at the forefront of their customer service and values. And finally sparkle which is having a positive attitude, having pride in your work and confidence. With my experience I found that just talking to some of the customers there can make their day, a lot of them live alone and don’t have family. Playing bingo at the club has become a way of becoming social event for them. The club likes to remind staff how you don’t know what people are going through behind closed doors, that they are trained in mental health and how empathy and compassion are traits needed above all to be successful not just with the company but in life. (O'Brien, 2021)
- **Slide 7** – One of the main processes all bingo clubs provide is self-exclusion. This is when the customer can self-exclude themselves from up to 6 or 12 months. This is an immediate ban, and the procedure is that the customers photo is taken and uploaded to their banning system. This can only be accesses once uploaded by the bingo association and one of the main benefits of doing this is if the customer decided to go to a different bingo company, upon membership registration their image will come up and alert the staff member they have put in for self-exclusion. Upon completion of the ban the customer can return to the club and become a member again, however, before this can be completed the customer would then be required to speak to a manager and have a cooling off period for 24 hours. If the customer is found to have vast debt and/or has become verbally or physically aggressive towards staff a lifetime ban can be implemented. (Bingo Association, 2021 ; O'Brien, 2021)

Notes

Slide 8

- Mrs S – conflict, understanding which resulted in a positive outcome
- Mr X – spotted signs and followed procedure in order to help them
- Catering – reduced negative speech by building a rapport and appreciating waiting times
- Mrs. J – tending and befriending led to seeing their predictive patterns and acknowledging their spending habits
- Staff and customers – building rapport skills, empathy and compassion
- Staff and customers – congruency and building confidence in tending and befriending over time with frequent customers