

How CQC inspects gambling treatment services

For our assessments, we will use a bespoke [assessment framework](#) for gambling treatment and support services.

We can provide this information in different languages and formats if needed – please contact CQCgamblingwork@cqc.org.uk to request this service.

[The Gambling Commission](#) and [GambleAware](#) have commissioned the Care Quality Commission (CQC) to assess gambling treatment services delivered by your organisation and other members of the [National Gambling Support Network](#) (NGSN).

We have developed a bespoke assessment process for gambling treatment services, which is based on [CQC's regulatory methodology](#). This has been created with input from organisations that commission services, service providers including those across the NGSN, and people with lived experience of gambling harms.

Our inspectors for this programme are trained in the knowledge of gambling harms. They will use their professional judgement, supported by objective measures and evidence, to assess your service against the 5 key questions that we ask of all services that we inspect:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive to people's needs?
- Are they well-led?

Note: When assessing gambling treatment services, the safe key question will also directly relate to the requirements in NICE clinical guidelines and any contractual requirements for service providers.

Providing gambling treatment services is not a regulated activity under the Health and Social Care Act 2008. This means that, unlike most types of service that we regulate, we only have the legal powers to monitor and assess services in this programme of work. It also means we have no enforcement powers and we cannot register these service providers. This work is therefore delivered under paragraph 9 of Schedule 4 of the Health and Social Care Act 2008, where CQC is permitted to provide advice or assistance to another public authority.

However, we will report on the findings of our assessments, which includes highlighting good practice and making recommendations for improvement where necessary. If we find a significant concern, we will escalate this to GambleAware and the Gambling Commission.

Reports for the services we have assessed are available on the [GambleAware website](#).

Our service level agreement with GambleAware currently runs until 31 March 2026. We will assess these services during this time.