

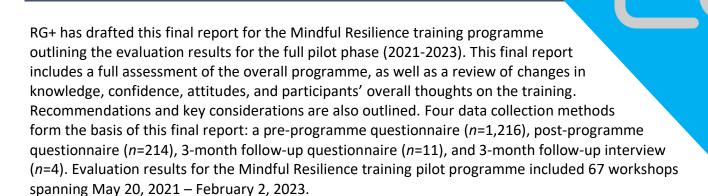




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# **Executive Summary**



#### **KNOWLEDGE**

Practitioners started with low levels of knowledge about topics such as gambling and gaming in children and young people (2.1 to 4.2), the potential consequences of gambling and gaming (2.9 to 4.5), and where to access available resources on gaming and gambling (2.1 to 4.4), which increased to high and very high levels of knowledge after the workshop. However, three months later, knowledge decreased from high to moderate levels across all areas.

#### **ATTITUDES**

Practitioners started with high and very high levels of agreement on statements such as harmful gambling and gaming could happen to anyone (4.4 to 4.8) and that practitioners should be aware of how to support children and young people with gaming and gambling (4.6 to 4.8). Following the workshop, practitioners maintained strong levels of agreement with each of statement. Three months later, participants went from strongly agreeing that harmful gambling and gaming can happen to anyone to agreeing.

### **TRAINING & RESOURCES**

Most practitioners strongly agreed that the workshop was engaging (62%), the instructional methods used were effective (73%), and that they can practically apply the material to their daily work situations (47%).

#### **OVERALL RATING**

Majority of practitioners (77%) rated the Mindful Resilience training as 'very good', the highest possible rating. Ratings were consistently high over time. Most practitioners (84%) also mentioned that they would not make any changes to the content covered or resources available in the workshop.

#### CONFIDENCE

Practitioners started with low levels of confidence in assessing participation in gambling and gaming to know how and when to respond (2.2 to 4.1), approaching children and young people during conversation to support help seeking (2.6 to 4.3), and signposting to information sources (2.2 to 4.4), which increased to high levels of confidence after the workshop. However, three months later, confidence levels decreased from high to moderate levels in all areas.

### **IMPLEMENTATION**

The highest rated plan for implementation following the workshop was to use skills to help engage children and young people so that they feel supported (73%), followed by signposting to information sources (62%). Around one third (32%) of participants also endorsed all five implementation plans. Three months later, almost two thirds (64%) had implemented their learnings in some way. Participants also reported little to no obstacles in implementing their learnings.

### **RECOMMENDATIONS**

Recommendations and key considerations to inform future programme adjustments include:

- Follow up with programme participants to promote retention of learnings,
- Emphasize the practical applications of the workshop learnings,
- Provide additional educational resources to facilitate implementation, and
- Encourage post-workshop and follow-up questionnaire completion.

### Introduction

In 2021-2022, Playtech provided support for cross sector partnerships, programmes, and initiatives focused on digital wellbeing—one of them being the Mindful Resilience training. Mindful Resilience is a training programme created in collaboration between Young Gamers and Gamblers Education Trust (Ygam), Bournemouth University, and BetKnowMore to enable health care professionals in primary care networks focused on young people to have access to quality training on health risks associated with gambling/gaming harm, digital addiction, and unhealthy online behaviour.

RG+ led the external evaluation of this training programme to ensure independence between programme design/delivery and assessment and consistency between evaluations of various components of Playtech's larger digital wellbeing initiative.

RG+ has drafted this final report for the Mindful Resilience training programme outlining the evaluation results for the full pilot phase (2021-2023). This final report includes a full assessment of the overall programme, as well as a review of changes in knowledge, confidence, attitudes, and participants' overall thoughts on the training. Recommendations and key considerations are also outlined, including programme strengths, opportunities for future modifications and scalability, additional programme needs, and implementation considerations to inform future programme adjustments.

#### **Methods**

Four data collection methods form the basis of this final report on the evaluation of results for the Mindful Resilience training pilot programme, which included 67 workshops spanning May 20, 2021 – February 2, 2023:

- 1) <u>Pre-programme questionnaire</u>: To establish a baseline of participant knowledge, confidence, and attitudes, a baseline questionnaire was sent along to training registrants via email by Ygam. A total of 1,330 responses were collected. Of these responses, 114 were deemed to be duplicates and were removed from analyses for a total of 1,216 baseline responses. The pre-programme questionnaire assessed:
  - Why participants signed up for the Mindful Resilience training programme
  - Confidence, knowledge, and attitudes around gambling and gaming in children and young people
- 2) <u>Post-programme questionnaire</u>: To assess immediate thoughts and impacts, a post-programme questionnaire was sent along to participants via email by Ygam shortly after



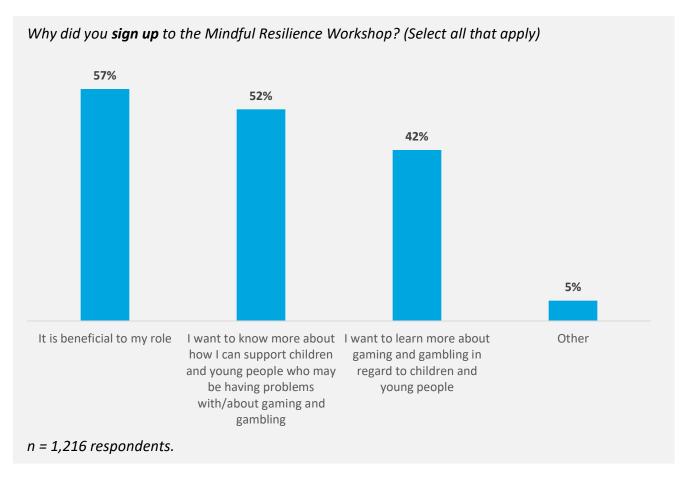
completion of the programme. A total of 231 responses were collected. Of these responses, 17 were deemed to be duplicates and were removed from analyses for a total of **214 post-workshop responses**. The post-programme questionnaire assessed:

- Opinions of the training
- Confidence, knowledge, and attitudes around gambling and gaming in children and young people
- Implementation intentions and additional supports
- Overall rating of the training
- 3) 3- and 6-month follow-up questionnaires: Two follow-up questionnaires were also sent out to participants to assess retention of learnings from the training three- and sixmonths later. A total of 18 responses were collected for the 3-month follow-up. Of these responses, 7 were deemed to be duplicates and were removed from analyses for a total of 11 3-month follow-up responses. As well, one 6-month follow-up response was received. The 3- and 6-month follow-up questionnaires assessed:
  - Confidence, knowledge, and attitudes around gambling and gaming in children and young people
  - Implementation and obstacles
  - Overall rating of the training
- 4) <u>3-month follow-up interviews</u>: Follow-up emails were sent to participants who indicated that they would like to be re-contacted three months later. A total of 19 respondents were contacted of which **4 accepted an interview**. The 3-month follow-up interview questions assessed:
  - Opinions of the training
  - Confidence, knowledge, and attitudes around gambling and gaming in children and young people
  - Implementation and obstacles
  - Overall experience with the workshop



# **Findings**

# Sign Up

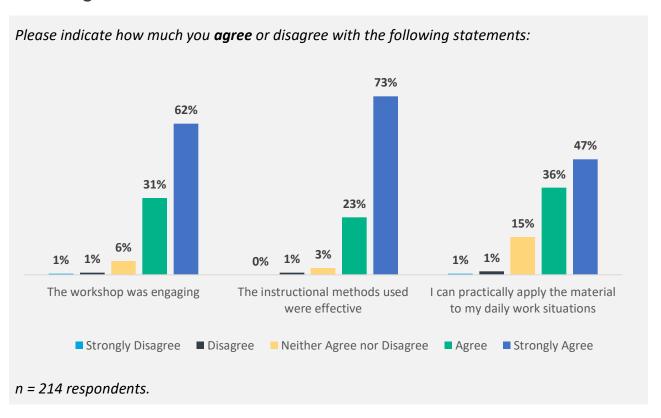


The most common reason for signing up for the Mindful Resilience Workshop was because it is beneficial to their role (57%), followed closely by wanting to know more about how they can support children and young people who may be having problems with gaming and gambling (52%). Few (5%) participants also selected 'other' but did not provide an alternative explanation.

In the interim assessment (March 2022), **over one third** (39%) of participants indicated that they signed up for the workshop to **know more about how they can support children and young people who may be having problems with gaming and gambling**. Nearly a year later, **over half** (52%) of respondents signed up for this same reason. This increase suggests a growing need for this training as more practitioners are looking for opportunities to integrate these learnings into their practice.



# **Training and Resources**



The Mindful Resilience Workshop was **rated very highly** post-workshop, where **83% to 96%** of participants agreed or strongly agreed with each statement.

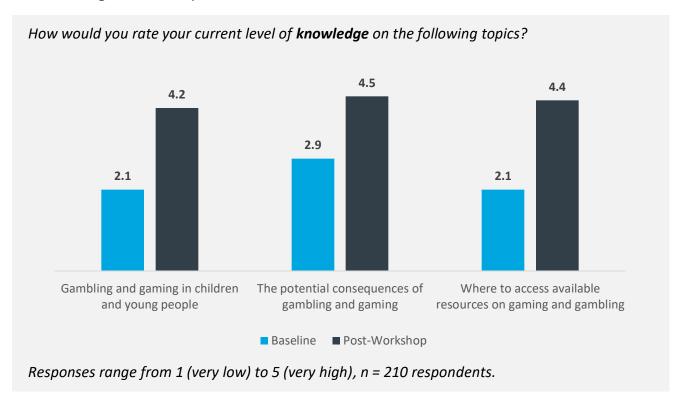
The highest rated statement was that the instructional methods used were effective (73% strongly agreed), followed by the workshop was engaging (62% strongly agreed).

The lowest rated statement was that participants can practically apply the material to their daily work situations, where less than half (47%) strongly agreed.



# Knowledge

# Post-Programme Impacts



At baseline, participants rated their knowledge on gambling and gaming in children and young people as an average of 2.1 (low) out of 5. Among those who completed both the baseline and post-workshop questionnaires, knowledge ratings increased from 2.1 (low) to 4.2 (high) out of 5, which shows an average increase in knowledge of 2.1 after the workshop.

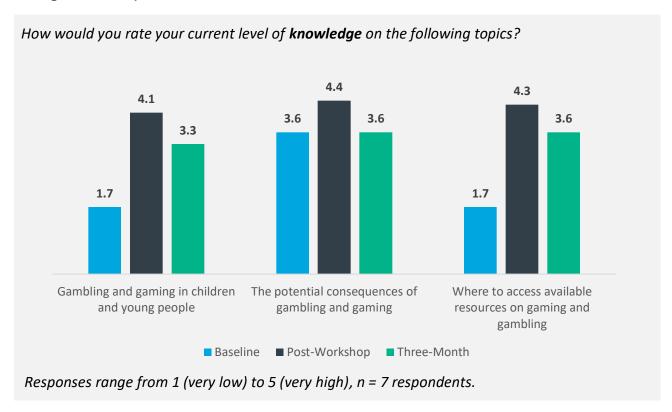
Participants also rated their knowledge on the potential consequences of gambling and gaming at baseline as an average of 2.9 (low) out of 5. After the workshop, participants' knowledge ratings increased from 2.9 (low) to 4.5 (very high) out of 5, which shows an average increase in knowledge of 1.6.

At baseline, participants also rated their knowledge on where to access available resources on gaming and gambling as an average of 2.1 (low) out of 5. After the workshop, participants' knowledge ratings increased from 2.1 (low) to 4.4 (very high) out of 5, which shows the highest average increase in knowledge of 2.3.

Overall, the Mindful Resilience Workshop resulted in participants moving from **low** to **high** and **very high** levels of knowledge following the workshop, where ratings of knowledge almost doubled in each area.



# Long-Term Impacts



Three months after the Mindful Resilience Workshop, participants again rated their knowledge of gambling and gaming in children and young people. After three months, participants' average ratings of knowledge in this area decreased from **4.1** (high) post-workshop to **3.3** (moderate) out of 5, which shows an average decrease of **0.8** over time.

Participants also rated their knowledge of the potential consequences of gambling and gaming. Three months after the workshop, participants' average ratings of knowledge decreased from **4.4** (high) post-workshop to **3.6** (moderate) out of 5, which shows an **average decrease of 0.8** over time.

Participants also rated their knowledge of where to access available resources on gaming and gambling. Three months after the workshop, participants' ratings decreased from 4.3 (high) to 3.6 (moderate) post-workshop out of 5, which shows an average decrease of 0.7 over time.

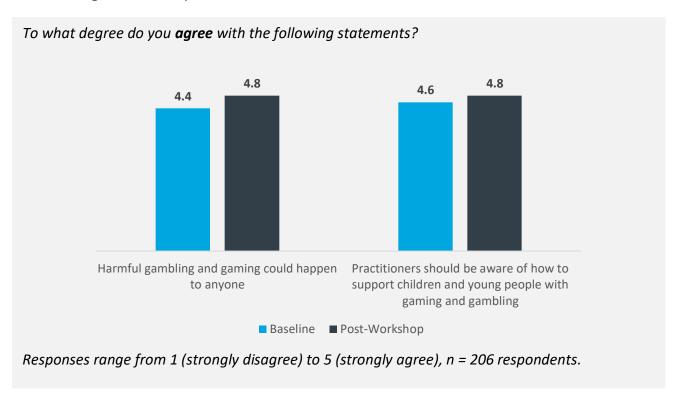
While knowledge ratings were **high** and **very high** as a result of the Mindful Resilience workshop, knowledge ratings slightly decreased to **moderate** levels three months later.

Six months later, one participant also rated their knowledge in each area as either high or very high, suggesting that some participants may have retained their learnings long-term.



### **Attitudes**

### Post-Programme Impacts



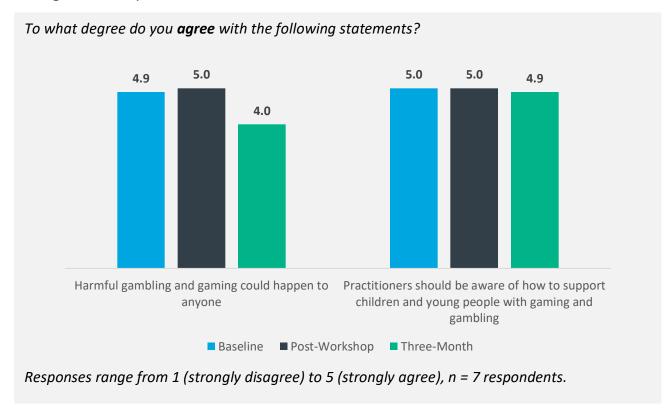
At baseline, participants rated their agreement with the statement that harmful gambling and gaming could happen to anyone as an average of 4.4 (high) out of 5. Among those who completed both the baseline and post-workshop questionnaires, levels of agreement increased from 4.4 (high) to 4.8 (very high) out of 5, which shows a small increase in agreement of 0.4 after the workshop.

Participants also rated their agreement with the statement practitioners should be aware of how to support children and young people with gaming and gambling as an average of 4.6 (very high) out of 5. After the workshop, participants' levels of agreement remained relatively stable, demonstrating a slight increase from 4.6 (very high) to 4.8 (very high) out of 5. This shows a minimal increase in agreement of 0.2.

Overall, participants started with the **high and very high** levels of agreement with each attitude before participating in the Mindful Resilience Workshop. The workshop resulted in slight increases to participants' attitudes participants, where participants **strongly agreed** with each statement, resulting in near perfect agreement.



# Long-Term Impacts



Three months after the Mindful Resilience Workshop, participants again rated their level agreement with the statement harmful gambling and gaming could happen to anyone. After three months, participants' average level of agreement decreased from **5.0** (very high) postworkshop to **4.0** (high) out of 5, which shows an average decrease of **1.0** over time.

Participants also rated their agreement with the statement practitioners should be aware of how to support children and young people with gaming and gambling. After three months, participants' levels of agreement remained stable, where participants maintained very high levels of agreement between the post-workshop (5.0 out of 5) and three-month questionnaires (4.9 out of 5).

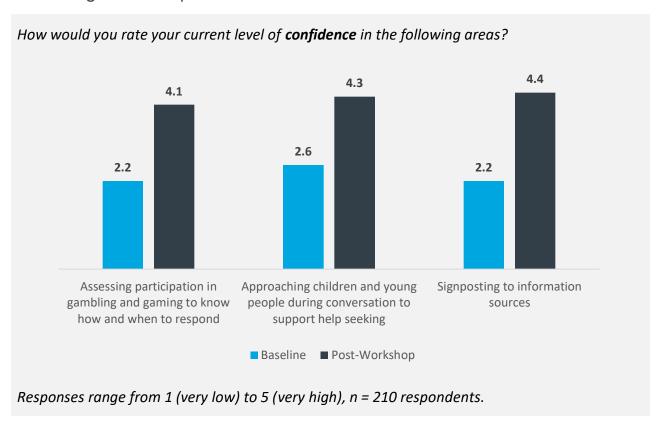
Although participants demonstrated strong levels of agreement with each attitude before and after the workshop, participants' levels of agreement that gambling and gaming can happen to anyone decreased from **strongly agreeing** to **agreeing** over time.

**Six months later**, one participant also indicated that they **agreed or strongly agreed** with each attitude as either, suggesting that some retention of learnings may fluctuate long-term.



### Confidence

### Post-Programme Impacts



At baseline, participants rated their confidence in assessing participation in gambling and gaming to know how and when to respond as an average of 2.2 (low) out of 5. Among participants who completed both the baseline and post-workshop questionnaires, confidence levels increased from 2.2 (low) to 4.1 (high) out of 5, which shows an average increase in confidence of 1.9 after the workshop.

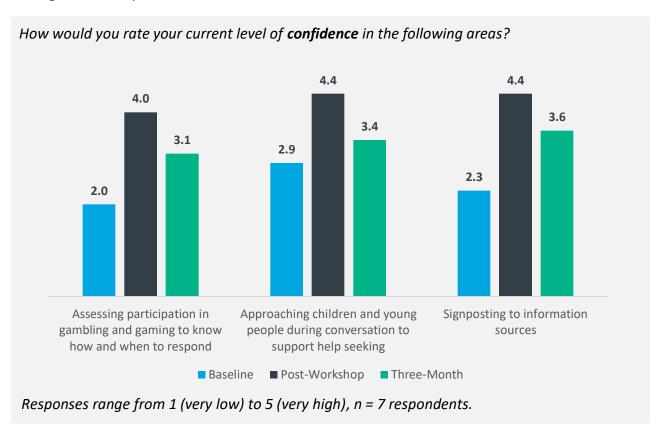
Participants also rated their confidence in approaching children and young people during conversation to support help seeking at baseline as an average of 2.5 (low) out of 5. After the workshop, confidence levels increased from 2.6 (low) to 4.3 (high) out of 5, which shows an average increase in confidence of 1.7.

Participants also rated their confidence in signposting to information sources as an average of 2.2 (low) out of 5. After the workshop, confidence levels increased from 2.2 (low) to 4.4 (high) out of 5, which shows the highest average increase in confidence of 2.2.

Overall, the Mindful Resilience Workshop resulted in participants moving from **low** levels of confidence to **high** levels of confidence in these areas, where ratings of confidence almost **doubled** for each item.



### Long-Term Impacts



Three months after the Mindful Resilience Workshop, participants again rated their confidence in assessing participation in gambling and gaming to know how and when to respond. After three months, participants' confidence decreased from **4.0** (high) post-workshop to **3.1** (moderate) out of 5, which shows an average decrease of **0.9** over time.

Participants also rated their confidence in approaching children and young people during conversation to support help seeking. Three months after the workshop, participants' confidence slightly decreased from 4.4 (high) post-workshop to 3.4 (moderate) out of 5, which shows an average decrease of 1.0 over time.

Participants also rated their confidence in **signposting to information sources.** Three months later, their confidence slightly decreased from post-workshop at **4.4** (high) to **3.6** (moderate) out of 5, which shows an **average decrease of 0.8** over time.

Although the Mindful Resilience Workshop was effective at increasing confidence levels, participants' ratings decreased from **high** to **moderate** levels of confidence three months later.

**Six months later**, one participant also rated their confidence for each skill as either **high or very high**, suggesting that some participants may retain their learnings long-term.



Comments from **participant interviews** also suggest that the Mindful Resilience Workshop remained impactful in terms their knowledge, attitudes, and confidence **three months later**.

The data and statistics used in the workshop were very useful and eyeopening.

The shift in mindset that anyone can struggles with gaming addictions has increased my knowledge. Learning about the specific questions to be asking and how to make a plan has made me more confident.

Knowing that services are out there helping with this problem has been really useful to me.

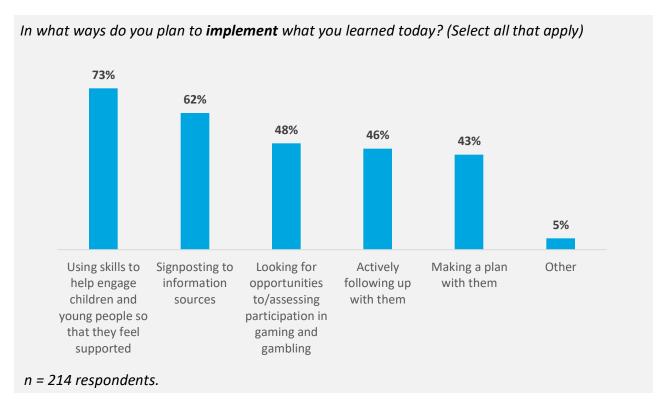
I now realize that gaming and gambling problems can happen to anyone.

I now feel confident and able to flag participation of gaming/gambling within my health assessments.



# **Implementation**

### Post-Programme Impacts

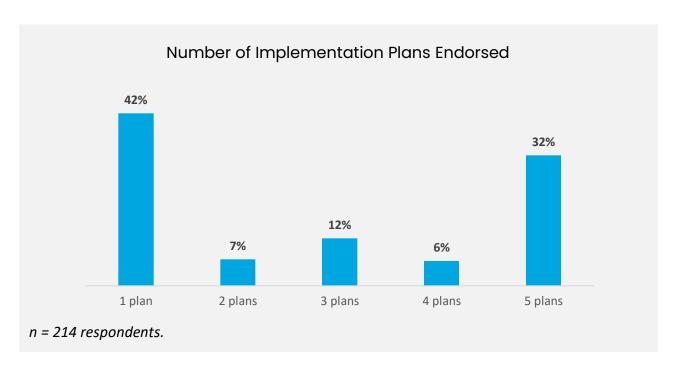


The highest rated plan for implementation following the workshop was to use skills to help engage children and young people so that they feel supported (73%).

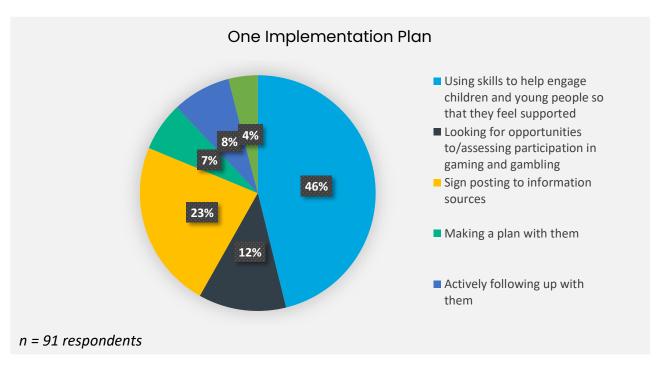
The lowest rated plan for implementation was making a plan with young people (43%). Four participants (5%) also selected 'other' but did not specify an alternative implementation plan.

Compared to the interim assessment in March 2022, there was an **18% increase** in respondents recording implementation plans to **signpost to information sources** and an **18% increase** in plans to **actively follow-up** in the past year. These increases suggest that modifications made throughout the Mindful Resilience programme pilot have been effective in encouraging motivation to implement these learnings.



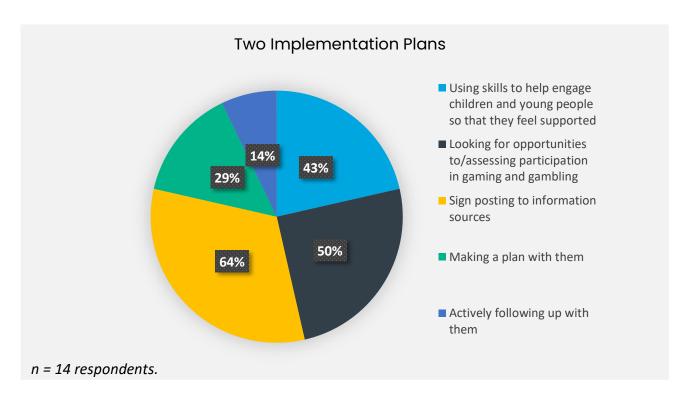


After the workshop, **under half** (42%) of participants selected **one implementation plan**. Of note, around **one third** (32%) of participants endorsed **all five implementation plans**.

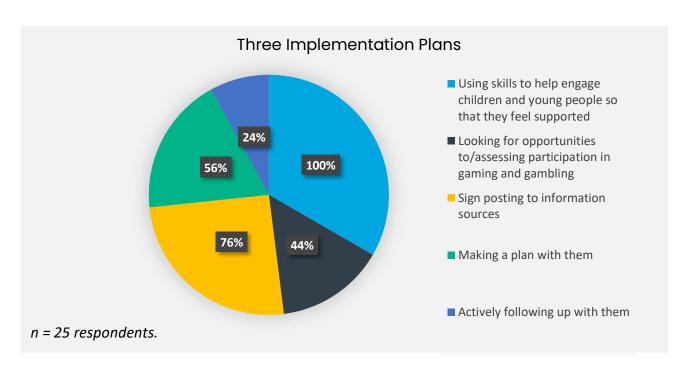


Almost half (46%) of participants who endorsed *one* implementation plan selected using skills to help engage children and young people so that they feel supported.



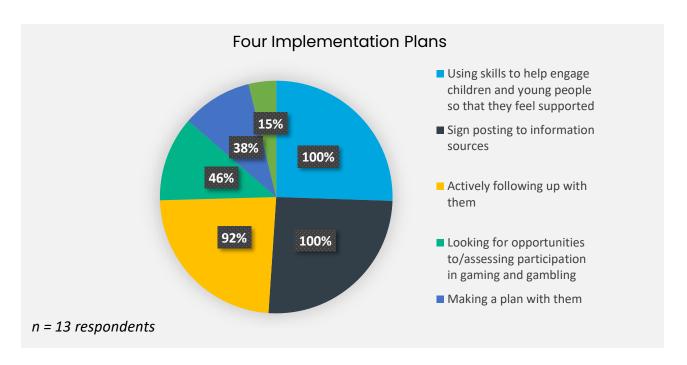


Roughly two thirds (64%) of those who endorsed *two* implementation plans selected sign posting to information sources alongside one other plan.



All (100%) participants who endorsed *three* implementation plans selected using skills to help engage children and young people so that they feel supported alongside other plans.



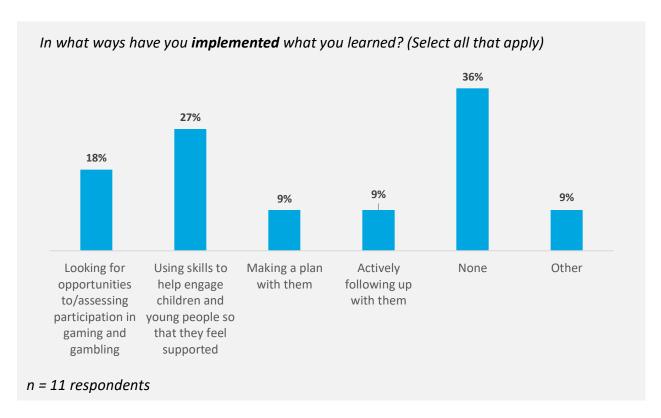


All (100%) participants who endorsed *four* implementation plans selected using skills to help engage children and young people so that they feel supported and looking for opportunities.

**One third** (32%) of participants also endorsed **all five implementation plans**, which represents a **13% increase** from the interim assessment one year ago. This suggests that the training has improved participants' intentions to implement all learnings covered in the training.



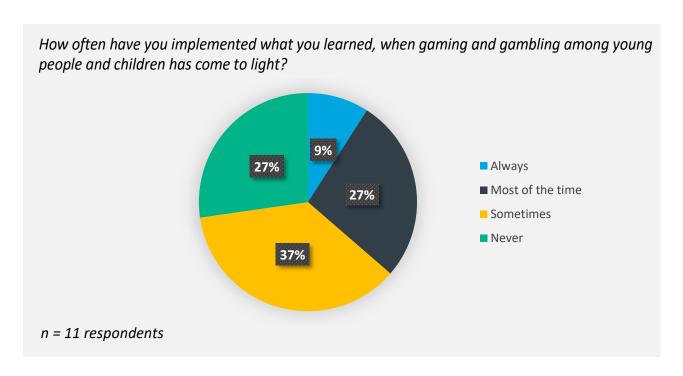
# Long-Term Impacts



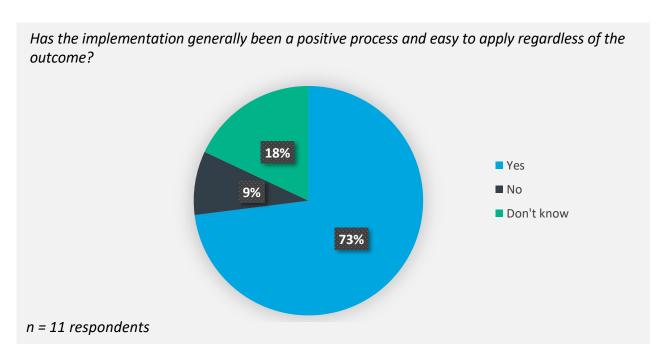
Three months after the Mindful Resilience Workshop, roughly two thirds (64%) had implemented their learnings in some way. The most common implementation activity was using skills to help engage children and young people so that they feel supported (27%). However, one third (36%) of participants indicated that they did not implement their learnings<sup>1</sup>.

<sup>&</sup>lt;sup>1</sup> No response was provided for the participant who completed the six-month follow-up questionnaire.



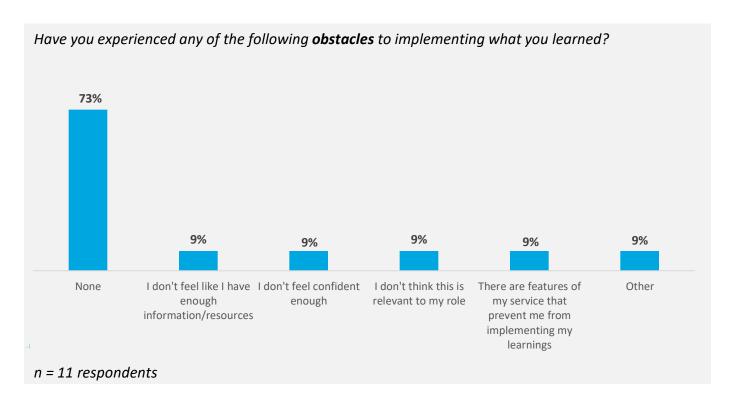


Three months later, **over one third** (36%) of participants reported **using what they have learned** when gaming and gambling among young people and children has come to light most of the time (27%) or always (9%). However, roughly one quarter (27%) indicated that they have never used these learnings.



Fortunately, **almost three quarters** (73%) of participants reported that their implementation has generally been a **positive process and easy to apply**.

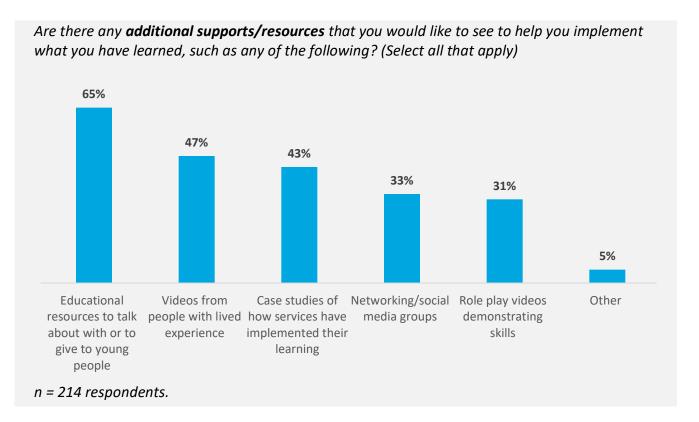




The **majority** (73%) of participants also reported **no obstacles** to implementing what they had learned in the three months since the workshop.



# **Additional Resources and Supports**



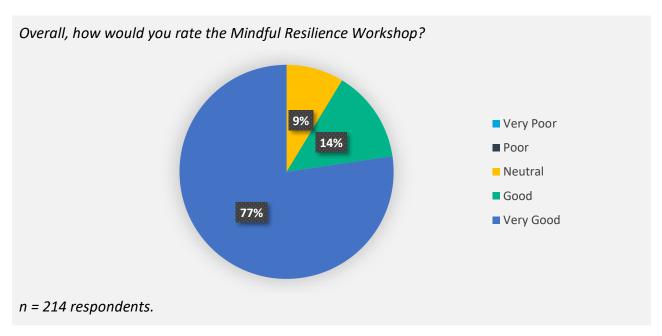
The most endorsed additional resource was education resources to talk about with or to give to young people (65%).

The lowest rated resource was **role play videos demonstrating skills** (31%), though half of the participants who endorsed this resource also selected other proposed supports and resources. As well, three participants (5%) selected 'other' but did not provide a suggestion.





# **Overall Rating**



Following the workshop, the **vast majority** (91%) of participants said they would rate the Mindful Resilience Workshop as at least **good**, with the **over three quarters** (77%) of participants rating the workshop as **very good**.

Three months after the workshop, **all** (100%) participants workshop as either **good** (28%) or **very good** (72%). Six months later, one participant rated the workshop as **very good**, maintaining high ratings over time.

The **majority** (84%) of participants also said that they **would not make any changes** to the Mindful Resilience Workshop in terms of content covered or resources available. The 16% who said they would make changes did not provide further comment.

Insights from participant interviews yielded additional opportunities for future workshop content and resources, which included:





# **Summary of Programme Impacts**

The Mindful Resilience Workshop has shown promising results for practitioners during its two-year pilot phase. There has been substantial growth across several areas after participating in the workshop, such as increased knowledge and confidence in supporting young people, though retention of these learnings decreased slightly over time. The workshop also resulted in and maintained near perfect agreement with attitudes related to gambling and gaming in children and young people over time. Participants also intended to implement their learnings after the workshop, followed through three months after the workshop, and experienced little to no obstacles. Overall, participants rated the workshop very favourably. Below is a summary of the findings in each of the areas reviewed, along with recommendations for future programme modifications.

#### Sign Up

A total of 1,216 practitioners signed up for and participated in the Mindful Resilience Workshop. The majority of practitioners have been signing up for the Mindful Resilience Workshop because they believe it is beneficial to their role (57%), and because they want to know more about how to support children and young people who may be having problems with gaming and gambling (52%). While sign-ups and pre-workshop participation were high, there was a lower degree of participation in the post-workshop questionnaire and particularly the two follow-up questionnaires.

#### **Training and Resources**

The Mindful Resilience Workshop was rated very highly post-workshop, where the majority of practitioners strongly agreed that the workshop was engaging (62%), the instructional methods used were effective (73%), and that they can practically apply the material to their daily work situations (47%). Future workshops may consider placing additional focus on practical ways in which the workshop material and learnings can be directly applied to practitioners' daily work.

### Knowledge

Knowledge about topics such as gambling and gaming in children and young people (2.1 to 4.2), the potential consequences of gambling and gaming (2.9 to 4.5), and where to access available resources on gaming and gambling (2.1 to 4.4) have all increased significantly as a result of participating in the workshop. Average scores show that practitioners demonstrated high and very high levels of knowledge after attending the workshop, where ratings of knowledge almost doubled in each area. However, average scores decreased from high levels of knowledge postworkshop to moderate levels of knowledge three months later. Areas for improvement may include opportunities for continued education on gambling and gaming among young people to maintain high levels of knowledge over time.



#### Attitudes

Practitioners started with high and very high levels of agreement that harmful gambling and gaming could happen to anyone (4.4 to 4.8) and that practitioners should be aware of how to support children and young people with gaming and gambling (4.6 to 4.8). Following the workshop, average scores show that practitioners demonstrated slight increases in attitudes and reported nearly perfect levels of agreement with each statement. However, practitioners went from strongly agreeing that harmful gambling and gaming could happen to anyone postworkshop to agreeing with this statement three months later (5.0 to 4.0). Although the workshop appears to be effective in increasing and maintaining strong levels of agreement with attitudes around harmful gambling and gaming and the importance of practitioner awareness, considerations for follow-ups with respondents with additional information should be investigated.

#### Confidence

Confidence in areas such as assessing participation in gambling and gaming to know how and when to respond (2.2 to 4.1), approaching children and young people during conversation to support help seeking (2.6 to 4.3), and signposting to information sources (2.2 to 4.4) also increased substantially. Average scores show that practitioners reported high levels of confidence in each area after attending the workshop, where ratings of confidence almost doubled in each area. However, average scores decreased from high levels of confidence postworkshop to moderate levels of confidence three months later. Areas for improvement may include working with practitioners on practical methods to assess participation in gambling among children and young people so practitioners feel more confident in knowing how and when to respond as well as improving confidence after the workshop.

#### **Implementation**

The highest rated plan for implementation following the workshop was to use skills to help engage children and young people so that they feel supported (73%), followed by signposting to information sources (62%). Of note, 32% of respondents endorsed all five implementation plans, which is a 13% increase from the interim assessment one year ago. Three months later, roughly one third of participants (36%) reported using what they have learned when gaming and gambling among young people and children come to light most of the time or always. Participants also reported little to no obstacles in implementing what they have learned. To help practitioners in their plans for implementation, additional content or resources to make a plan with young people and follow up with them may be effective.



#### **Additional Resources and Supports**

After the workshop, practitioners provided feedback on additional resources and supports to help implement their learnings. The highest rated resource was educational resources to talk about with or to give to young people (65%), followed by videos from people with lived experience (47%). These additional resources and supports would benefit from co-development alongside knowledge users (i.e., practitioners) and those with lived experience to aid in practitioners' implementation efforts. Insights from interviews included requests for pamphlets, printed resources, as well as talking points to have discussions with children and young people about the harms of gambling and gaming.

### **Overall Workshop Rating**

Most practitioners (77%) rated the Mindful Resilience Workshop as 'very good', the highest possible rating. Overall workshop ratings were consistently high three and six months later. The most useful aspects of the training mentioned by practitioners included learning which questions to ask and plans to make, as well as the information on available services. The majority of practitioners (84%) also mentioned that they would not make any changes to the workshop in terms of content covered or resources available, though suggestions from practitioner interviews included additional examples and information about gambling activities and popular games among children and young people.

# **Recommendations**

Recommendations and key considerations from the evaluation findings are provided below to inform future programme adjustments.

- Follow up with programme participants to promote retention of learnings: Regular follow ups with health care practitioners every three months with updated learnings and resources may help to maintain the post-workshop benefits over time.
- Emphasize the practical applications of the workshop learnings: Actionable items and
  contextualized resources can help health care practitioners to directly apply their learning
  to their daily work situations. Such resources may also benefit from tailoring to specific
  roles and responsibilities, while also considering competing demands of the job.
- Provide additional educational resources to facilitate implementation: Participants placed emphasis on the benefits of having additional supports and resources, such as educational resources to talk about with or to give to young people, to help them implement their learnings. Providing these resources at a follow up point after the workshop might help to re-establish implementation intentions and promote use of learnings over time.



 Encourage post-workshop and follow-up questionnaire completion: Results from follow-up questionnaires help to ensure that the programme is having intended impacts in the short- and long-term. Allocating time at the end of the training session may help to promote post-workshop responses, whereas incentives (e.g., additional workshops or resources, draws) may help to encourage follow-up questionnaire completion in the long term.







