

What do we do?

GamCare is a registered charity and the leading national authority on the provision of treatment for anyone affected by problem gambling and advice on socially responsible gambling.

We offer immediate free advice, information and support through our telephone HelpLine and NetLine, its online equivalent. Advisers are there from 8am to midnight to listen to callers and signpost them to further sources of support where necessary. The HelpLine operates every day, 365 days a year; NetLine operates Monday to Friday. Our online Forum and Chat Rooms provide ways of sharing experiences and gaining mutual support.

We provide free face to face counselling direct in three locations in London and in many parts of the UK through our network of GamCare Partners. All Partners are carefully chosen and are usually experienced providers of addiction counselling. GamCare provides counsellors with training specific to problem gambling. Details of our Partners and the areas they cover are at <http://www.gamcare.org.uk/pages/partners.html>.

All counsellors seeing GamCare clients are experienced in working with problem gamblers and abide by certain principles of care and defined standards of clinical supervision.

The service is completely confidential and free. Counselling is accessed through our HelpLine and NetLine advisers or direct with each agency.

Who are we?

President	Rt Hon Lord McIntosh of Haringey
Vice President	Bill Galston OBE
Vice President	Sir Nevil Macready Bt CBE
Chairman	Anthony Jennens
Deputy Chairman	John Hagan
Chief Executive	Andy McLellan

Trustees

Professor Peter Collins
Sir Geoffrey de Deney
Lord Faulkner of Worcester
Susannah Fitzgerald QC
Ian McRobbie OBE TD DL
Simon Thomas
Lady Trethowan JP

When was GamCare established?

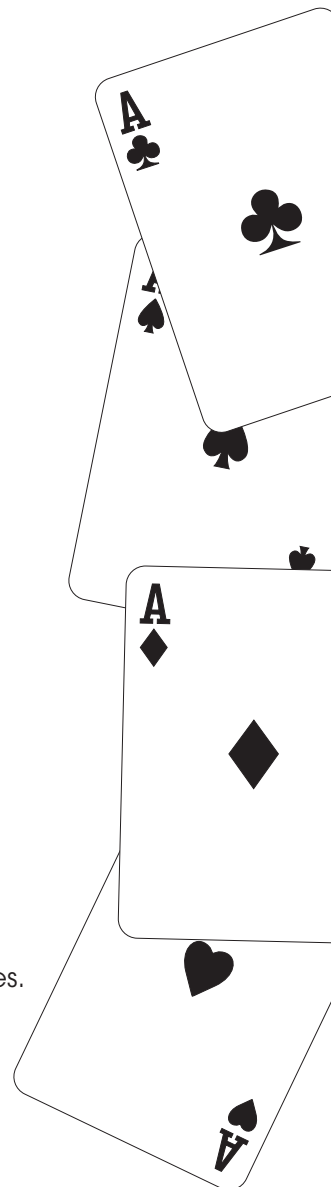
GamCare was founded in April 1997 and the care services launched in October 1997. Adrian Scarfe set up the HelpLine and counselling services and is the Head of Clinical Services at GamCare.

Where do we get our funding?

We receive funding which is raised from the gambling industry, which recognises that some people can develop severe problems with gambling and takes responsibility for their help and treatment.

Do we disapprove of gambling?

No, our approach is non-judgmental. Gambling is a form of entertainment that, when played in spare time and with disposable income, can be fun. We exist to provide treatment and support for anyone who does get into difficulty and others adversely affected by their gambling, to minimise the negative impact gambling has on their lives.



What are industry's obligations under the Gambling Act?

One of the licensing objectives with which all licensees must comply is to protect children and vulnerable people from being harmed or exploited by gambling.

In accordance with Licence Conditions and Codes of Practice, licensees must have put into effect policies and procedures intended to promote socially responsible gambling. These include age verification, commitments to research, education and treatment, provision of information about responsible gambling and where to obtain further help and advice, staff intervention and associated training, and self exclusion.

Through GamCare Trade Services, a company wholly owned by GamCare, we provide the industry with advice and training in best practice in the provision of socially responsible gambling. Many operators choose to display our leaflets and posters in their establishments as part of their compliance with the codes of practice and licensing conditions and GamCare stickers are displayed on gaming machines.

Where will I find statistics?

The British Gambling Prevalence Survey 2007 is the most comprehensive overview of UK gambling. GamCare commissioned the first prevalence study in 1999. This latest was commissioned by the Gambling Commission and carried out, like the first one, by the National Centre for Social Research. (<http://www.gamblingcommission.gov.uk/UploadDocs/publications/Document/Prevalence%20Survey%20final.pdf>)

Each year GamCare publishes a Care Services Report, giving data on the callers and clients coming to us (<http://www.gamcare.org.uk/publications.php?category=Reports>).

When should I be concerned about my or someone else's gambling?

If you recognise the following:

- A preoccupation with gambling
- Using gambling to escape from problems
- Upping the stakes
- Trying and failing to control or stop gambling
- Restlessness and irritability when not gambling
- Chasing losses
- Hiding the extent of gambling
- Financial troubles caused by gambling
- Strain on personal relationships

What steps should someone take if they are concerned about their gambling or adversely affected by someone else's gambling?

Read our advice on our website at http://www.gamcare.org.uk/pages/counselling_support.html

FOR HELP, ADVICE AND COUNSELLING CONTACT

GamCare Helpline:
0845 6000 133

GamCare NetLine:
www.gamcare.org.uk



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