



This paper highlights the indicative trends emerging from our 2015/16 statistics. These statistics are gathered from calls to the National Gambling HelpLine and from our nationwide counselling services. The statistics are not collected for, nor do they have integrity, as a dataset for academic purposes in their own right.

Key messages

- Calls from problem gamblers and affected others increased by 4% to 28,231
- Clients in treatment increased by 24% to 6,832
- 2014/15 and 2015/16 data indicates largely consistent disclosure from callers and clients around gambling activities and facilities used.

HelpLine

Volume of Calls

During 2015/16 target answered calls from problem gamblers and affected others increased to 28,231 (2014/15: 27,056). This represents an increase of 4% on the previous year. Total answered calls increased by 14% to 46,851.

Gambling Activities

The main gambling activities disclosed by callers were machines in betting shops (23%), online betting (16%) and online casino games (11%).

Gambling Facilities

The main gambling facilities (locations) disclosed were online (49%), followed by betting shops (37%).

Counselling

Client in treatment

Client numbers across our nationwide network increased by 24% in the year to 6,832 (2014/15: 5,500).

Gambling Activities

For counselling clients, the main activities discussed were gambling machines in betting shops (20%), betting online (16%) and betting in-store (15%).

Gambling Facilities

The main gambling facilities (locations) discussed were online (43%), followed by betting shops (38%).

Website

Unique Visitors

There were 1,511,612 unique visitors to the GamCare website in the year (2014/15: 1,219,931). Roughly 30% of page views were recorded on our Forum pages.

Forum and Chatroom

There were 42,330 Forum posts during 2015/16, an increase of 4% (2014/15: 40,810). By March 2016, our Forum registered 27,605 users.

We offered 355 chatroom sessions in 2015/16, with over 2,600 participants.