



GamCare Annual Statistics 2016/17



STATISTICS 2016/17

CALLS TO THE HELPLINE AND NETLINE.....	3
Caller Profile.....	3
First-Time and Repeat Callers.....	3
Caller type by gender.....	3
Age of callers.....	4
Caller Satisfaction 2016/17.....	4
Gambling Profile.....	4
All Helpline Gambling Facilities & Activities.....	5
Helpline Gambling Facilities & Activities by Age.....	6
Helpline Gambling Facilities & Activities by Gender.....	7
Impacts of Problem Gambling.....	8
Callers who discussed debt.....	9
COUNSELLING SERVICES.....	10
Client Satisfaction.....	11
Client Profile.....	12
All Client Gambling Facilities & Activities*.....	13
Client Gambling Facilities & Activities by Age*.....	14
Client Gambling Facilities & Activities by Gender*.....	15
Number of years clients had been gambling.....	16
Follow-up Score Improvements.....	16
APPENDIX.....	17
Visits to our Websites.....	17
Caller Location.....	17
Signposting Destinations.....	18

CALLS TO THE HELPLINE AND NETLINE

Volume of calls

	2016/17	2015/16	2014/15	2013/14
Target calls answered	29,417	28,231	27,056	22,875
Total calls answered	43,637	46,851	40,946	30,648

Caller Profile

Caller type

Type of Caller	2016/17			2015/16		
	All	HelpLine	NetLine	All	HelpLine	NetLine
n=	25,809	16,485	9,324	24,841	15,187	9,654
Affected Other	20%	23%	14%	19%	22%	14%
Gambler	77%	73%	84%	78%	74%	84%
Gambler working in Industry	0%	0%	1%	1%	0%	1%
Gambling Industry	0%	0%	0%	0%	0%	0%
Professional	2%	3%	0%	1%	2%	0%
Other	1%	1%	1%	1%	2%	1%

First-Time and Repeat Callers

First-Time and Repeat Callers	2016/17			2015/16		
	All	HelpLine	NetLine	All	HelpLine	NetLine
n=	31,360	23,084	8,276	32,619	24,422	8,197
First-time Caller	71%	72%	71%	72%	73%	69%
Repeat Caller	29%	28%	29%	28%	27%	31%

Caller type by gender

Gender	2016/17			2015/16		
	All	Female	Male	All	Female	Male
n=	23,449	6,633	16,816	21,716	5,985	15,731
Affected Other	20%	55%	6%	19%	54%	6%
Gambler	77%	40%	91%	77%	41%	91%
Gambler working in Industry	0%	0%	1%	1%	0%	1%
Gambling Industry	0%	0%	0%	0%	0%	0%
Professional	2%	4%	1%	2%	4%	1%
Other	1%	1%	1%	1%	1%	1%

Age of callers

Age of Caller	2016/17			2015/16		
	All	HelpLine	NetLine	All	HelpLine	NetLine
n=	12,626	8,955	3,671	12,786	8,813	3,973
Under 18	1%	0%	2%	1%	1%	2%
18-25	26%	22%	36%	28%	23%	40%
26-35	38%	37%	41%	37%	36%	39%
36-45	17%	19%	13%	17%	19%	13%
46-55	11%	13%	5%	11%	13%	5%
56-65	5%	6%	3%	4%	6%	1%
66+	2%	2%	0%	2%	2%	0%

Caller Satisfaction 2016/17

	5 - Excellent	4	3	2	1 - Poor
How would you rate our service overall?	78%	13%	3%	1%	5%
How well do you think the Adviser listened and understood your situation?	81%	12%	3%	1%	3%
How well did you think the Adviser responded to your situation?	81%	12%	2%	1%	3%

	Yes	No
If you need help or support in the future, do you feel you would contact us again?	95%	5%
Would you recommend our service to someone else?	94%	6%

Gambling Profile

Number of years gambler callers had been gambling

Callers had been gambling for	2016/17			2015/16		
	All	HelpLine	NetLine	All	HelpLine	NetLine
n=	11,729	7,805	3,924	11,146	7,168	3,978
4 years or less	42%	40%	48%	40%	37%	47%
Between 5 years to 9 years	25%	24%	26%	26%	26%	26%
Between 10 years to 14 years	16%	16%	15%	16%	17%	15%
Between 15 years to 19 years	6%	7%	4%	6%	6%	5%
20 years or more	11%	13%	7%	12%	14%	7%

All Helpline Gambling Facilities & Activities

	2016/17	2015/16
n*=	25,404	24,249
Online	50%	49%
Offline	50%	51%

* Callers may disclose up to three activities.

Online Activity		2016/17	2015/16
Betting		16%	16%
Bingo		1%	1%
Casino Games		11%	11%
Poker		1%	1%
Slots		11%	10%
Other		1%	1%
Not Disclosed		9%	9%
Online Total		50%	49%
Offline Facility Activity		2016/17	2015/16
Arcades	Gaming Machines	2%	2%
Betting Shop	Betting	10%	10%
	Gaming Machines	19%	23%
		2%	0%
	Not Disclosed	4%	4%
Betting Shop Total		35%	37%
Bingo Club	Bingo	1%	0%
	Gaming Machines	1%	1%
Bingo Club Total		2%	1%
Casino	Gaming Machines	1%	1%
	Table Games	4%	4%
	Not Disclosed	2%	1%
Casino Total		7%	6%
National Lottery		0%	0%
Scratch cards		2%	3%
Other		2%	2%
Offline Total		50%	51%

Helpline Gambling Facilities & Activities by Age

	2016/17								2015/16							
	All	<18	18-25	26-35	36-45	46-55	56-65	66+	All	<18	18-25	26-35	36-45	46-55	56-65	66+
n*=	16,720	91	4,693	6,970	2,848	1,453	515	150	16,431	113	5,137	6,600	2,703	1,293	449	136
Online	49%	55%	53%	51%	49%	40%	33%	21%	47%	42%	49%	51%	45%	37%	32%	18%
Offline	51%	45%	47%	49%	51%	60%	67%	79%	53%	58%	51%	49%	55%	63%	68%	82%

* Based on callers who choose to disclose age. Callers may disclose up to three activities.

Online		2016/17								2015/16							
Activity		All	<18	18-25	26-35	36-45	46-55	56-65	66+	All	<18	18-25	26-35	36-45	46-55	56-65	66+
Betting		17%	18%	21%	17%	16%	11%	5%	4%	17%	11%	19%	16%	15%	9%	8%	4%
Bingo		1%	1%	0%	1%	2%	2%	4%	3%	2%	1%	1%	1%	3%	3%	3%	3%
Casino Games		12%	11%	14%	13%	9%	7%	5%	3%	11%	11%	14%	13%	8%	6%	5%	2%
Poker		1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	0%
Slots		12%	2%	9%	13%	14%	15%	13%	9%	10%	3%	7%	12%	12%	12%	11%	7%
Other		1%	15%	2%	1%	2%	1%	3%	0%	1%	10%	1%	1%	2%	1%	2%	1%
Not Disclosed		5%	7%	6%	5%	4%	3%	3%	1%	5%	4%	5%	6%	4%	5%	2%	1%
Online Total		49%	55%	53%	51%	49%	40%	33%	21%	47%	42%	49%	51%	45%	37%	32%	18%
Offline		2016/17								2015/16							
Facility	Activity	All	<18	18-25	26-35	36-45	46-55	56-65	66+	All	<18	18-25	26-35	36-45	46-55	56-65	66+
Arcades	Gaming Machines	2%	3%	1%	2%	4%	3%	6%	11%	2%	3%	2%	2%	3%	4%	6%	5%
Betting Shop	Betting	11%	4%	9%	9%	11%	17%	18%	17%	11%	4%	10%	10%	12%	15%	16%	27%
	Gaming Machines	21%	10%	20%	21%	21%	21%	19%	26%	24%	20%	23%	23%	26%	26%	23%	31%
	Other	3%	0%	3%	3%	2%	3%	2%	1%	1%	1%	1%	1%	1%	1%	1%	3%
	Not Disclosed	2%	1%	3%	2%	1%	2%	1%	1%	3%	4%	3%	2%	2%	2%	2%	2%
Betting Shop Total		37%	15%	35%	35%	35%	43%	40%	45%	39%	29%	37%	36%	41%	44%	42%	63%
Bingo Club	Bingo	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	1%	2%	1%
	Gaming Machines	1%	0%	0%	0%	1%	1%	3%	7%	1%	0%	0%	0%	1%	2%	4%	4%
Bingo Club Total		1%	0%	0%	0%	1%	2%	4%	8%	1%	0%	0%	0%	1%	3%	6%	5%
Casino	Gaming Machines	1%	0%	1%	1%	1%	1%	2%	1%	1%	0%	1%	1%	1%	2%	1%	1%
	Table Games	4%	0%	5%	5%	4%	3%	4%	2%	4%	1%	6%	4%	3%	3%	4%	2%
	Not Disclosed	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%
Casino Total		6%	1%	7%	7%	6%	4%	7%	4%	6%	2%	8%	6%	5%	5%	6%	3%
National Lottery		0%	2%	0%	0%	0%	1%	1%	4%	0%	2%	0%	0%	0%	1%	1%	1%
Scratch cards		2%	22%	2%	2%	2%	3%	5%	5%	2%	22%	2%	2%	2%	3%	5%	4%
Other		3%	2%	2%	3%	3%	4%	4%	2%	3%	0%	2%	3%	3%	3%	2%	1%
Offline		51%	45%	47%	49%	51%	60%	67%	79%	53%	58%	51%	49%	55%	63%	68%	82%

Helpline Gambling Facilities & Activities by Gender

Activity	2016/17			2015/16		
	All	Female	Male	All	Female	Male
n*=	23,330	3,340	19,990	21,575	3,122	18,453
Online	50%	66%	47%	48%	64%	46%
Offline	50%	34%	53%	52%	36%	54%

* Based on clients who disclose gender. Clients may disclose up to three activities.

Online		2016/17			2015/16		
Activity		All	Female	Male	All	Female	Male
Betting		16%	3%	18%	16%	4%	17%
Bingo		1%	8%	0%	2%	9%	0%
Casino Games		11%	8%	12%	10%	8%	11%
Poker		1%	0%	1%	1%	0%	2%
Slots		12%	32%	8%	10%	29%	7%
Other		1%	2%	1%	1%	2%	1%
Not Disclosed		8%	13%	7%	8%	12%	8%
Online Total		50%	66%	47%	48%	64%	46%
Offline		2016/17			2015/16		
Facility	Activity	All	Female	Male	All	Female	Male
Arcades	Gaming Machines	2%	5%	2%	2%	5%	2%
Betting Shop	Betting	10%	1%	11%	10%	2%	11%
	Gaming Machines	20%	8%	22%	23%	11%	25%
	Other	2%	1%	3%	1%	0%	1%
	Not Disclosed	4%	2%	4%	4%	2%	4%
Betting Shop Total		36%	12%	40%	38%	15%	41%
Bingo Club	Bingo	0%	2%	0%	0%	2%	0%
	Gaming Machines	1%	3%	0%	1%	3%	0%
Bingo Club Total		1%	5%	0%	1%	5%	0%
Casino	Gaming Machines	1%	1%	1%	1%	1%	1%
	Table Games	4%	2%	4%	4%	2%	4%
	Not Disclosed	2%	1%	2%	1%	1%	1%
Casino Total		7%	4%	7%	6%	4%	6%
National Lottery		0%	0%	0%	0%	1%	0%
Scratch cards		2%	5%	2%	3%	5%	2%
Other		2%	1%	2%	2%	1%	3%
Offline Total		50%	34%	53%	52%	36%	54%

Impacts of Problem Gambling

Most common impacts of problem gambling disclosed by callers

Impact	2016/17			2015/16		
	All	Affected Other	Gambler	All	Affected Other	Gambler
n=	70,361	9,367	60,994	56,513	8,279	48,234
Alcohol Misuse	1%	0%	1%	1%	0%	1%
Anxiety/Stress	27%	31%	26%	29%	32%	29%
Criminal Activity	1%	1%	1%	1%	1%	1%
Domestic Abuse	0%	1%	0%	0%	1%	0%
Family/Relationship Difficulties	21%	34%	19%	22%	36%	19%
Feeling Isolated	7%	4%	8%	6%	4%	7%
Financial Difficulties	28%	21%	30%	29%	21%	30%
General Health	3%	2%	3%	2%	1%	2%
Housing Problems	2%	1%	2%	2%	1%	2%
Mental Health	8%	4%	8%	6%	2%	7%
Work Difficulties	2%	1%	2%	2%	1%	2%

Callers who discussed debt

Amount of debt	2016/17			2015/16			2014/15		
	All	Affected Other	Gambler	All	Affected Other	Gambler	All	Affected Other	Gambler
n=	10,593	435	10,158	11,115	585	10,530	12,427	573	11,854
Not disclosed	12%	11%	12%	11%	12%	11%	13%	22%	13%
None	22%	29%	21%	23%	26%	23%	23%	24%	23%
Some	37%	36%	37%	32%	33%	32%	31%	34%	31%
Less than £5,000	12%	7%	13%	14%	11%	15%	15%	9%	15%
£5,000 to £9,999	5%	5%	5%	6%	4%	6%	6%	2%	6%
£10,000 to £14,999	3%	5%	3%	3%	2%	4%	3%	1%	3%
£15,000 to £19,999	2%	1%	2%	3%	3%	2%	2%	2%	2%
£20,000 to £99,999	6%	5%	6%	6%	6%	5%	6%	6%	6%
£100,000 or more	0%	1%	0%	0%	1%	0%	0%	0%	0%
Bankruptcy	0%	0%	0%	1%	1%	1%	1%	0%	1%
IVA	1%	0%	1%	1%	1%	1%	0%	0%	0%

COUNSELLING SERVICES

Clients and Sessions

	2016/17	2015/16
CLIENTS SEEN		
TOTAL CLIENTS SEEN	8,044	6,832
GamCare London	9%	8%
GamCare Partners	91%	92%
TYPE OF CLIENT		
Gambler	90%	90%
Partner or family member	10%	10%
COUNSELLING SESSIONS		
Total Counselling Sessions*	48,101	46,977
GamCare London	9%	8%
GamCare Partners	91%	92%
CLIENT IMPROVEMENT MEASURE		
Average CORE-10 (CLINICAL OUTCOMES in ROUTINE EVALUATION) Score Improvement	12.8	12.2
CORE-10 Score Explanation: Overall, on average, client's problem level has improved as follows:		
From:	'Moderate' to 'Moderate to Severe'	'Moderate' to 'Moderate to Severe'
To:	Mild to Moderate	Mild to Moderate
Average DSM (Diagnostic and Statistical Manual of Mental Disorders) Score Improvement	5.9	5.4
DSM Score Explanation: Overall, on average, client's problem level has improved as follows:		
From:	Moderate	Moderate
To:	Mild	Mild
Average PGSI (Problem Gambling Severity Index) Score Improvement	15.7	14.9
PGSI Score Explanation: Overall, on average, client's problem level has improved as follows:		
From:	Problem gambling with negative consequences and a possible loss of control	Problem gambling with negative consequences and a possible loss of control
To:	Moderate level of problems leading to some negative consequences	Moderate level of problems leading to some negative consequences

*The Problem Gambling Severity Index (PGSI) measure has the following guidelines:

Score	Indicator
0	Non-problem gambler
1-2	Low Level Problem
3-7	Moderate Level Problem
8+	Problem Gambling

*CORE-10 has the following guidelines:

Score	Indicator
0 - 5	Healthy
5 - 10	Low-level
10 – 15	Mild
15 – 20	Moderate
20 – 25	Moderate to Severe
25 – 40	Severe

CORE-10 specifies: 'The client must improve by 6.0 or more from pre- to post-therapy to be able to say that they have made reliable improvement'.

Client Satisfaction

CLIENT SATISFACTION	2016/17	2015/16
Client Satisfaction Levels (1 = Very unsatisfied: 5 = Very satisfied)		
1. Overall, how satisfied are you with the counselling service?	4.9	4.9
2. How well do you feel your counsellor understood your situation?	4.9	4.9
3. How well do you feel your counsellor responded to your situation?	4.9	4.9
4. All things considered, how were you feeling before you started counselling?	1.6	1.9
5. All things considered, how are you feeling at the end of your counselling?	4.5	4.3
Score Improvement between Q4. and Q5.	3.0	2.4
6. To what extent do you feel the counselling you have received has brought about a positive change in your gambling situation?	4.9	4.7
7. If you had a re-lapse would you contact the service again for counselling?		
Yes	97%	96%
No	3%	4%
8. Would you recommend the counselling service to someone else?		
Yes	98%	98%
No	2%	2%

Client Profile

Client Ages

Age Groups	2016/17			2015/16		
	All	GamCare	Partners	All	GamCare	Partners
n=	6,371	711	5,660	5,580	490	5,090
<18	0%	0%	0%	0%	0%	0%
18-25	19%	16%	19%	21%	20%	21%
26-35	42%	47%	42%	41%	43%	41%
36-45	21%	22%	21%	20%	21%	20%
46-55	11%	11%	11%	12%	11%	12%
56-65	5%	3%	5%	5%	4%	5%
66+	2%	1%	2%	1%	1%	1%

Client Type by Gender

Client Types	2016/17			2015/16		
	All	Female	Male	All	Female	Male
n=	6,188	1,256	4,932	5,809	1,190	4,619
Affected Other	10%	42%	2%	10%	40%	2%
Gambler	90%	58%	98%	90%	60%	98%

Debts disclosed by clients

Level of Debt	2016/17			2015/16		
	All	GamCare	Partners	All	GamCare	Partners
n=	5,262	594	4,668	4,762	419	4,343
Not disclosed	2%	6%	1%	2%	2%	1%
None	26%	15%	28%	28%	23%	28%
Some	13%	20%	12%	11%	19%	10%
Less than £5,000	23%	22%	23%	25%	22%	25%
£5,000 to £9,999	11%	11%	11%	11%	10%	12%
£10,000 to £14,999	7%	7%	7%	6%	5%	7%
£15,000 to £19,999	5%	5%	5%	4%	3%	4%
£20,000 to £99,999	11%	13%	11%	10%	14%	10%
£100,000 or more	1%	1%	1%	1%	2%	1%
Bankruptcy	0%	0%	0%	1%	0%	1%
IVA	1%	0%	1%	1%	0%	1%

All Client Gambling Facilities & Activities*

	2016/17	2015/16
n=	19,359	17,632
Online	47%	43%
Offline	53%	57%

Online Activity		2016/17	2015/16
Betting		18%	16%
Bingo		1%	1%
Casino Games		11%	8%
Poker		2%	2%
Slots		12%	11%
Other		3%	3%
Not Disclosed		1%	2%
Online Total		47%	43%
Offline Facility Activity		2016/17	2015/16
Arcades	Slots	3%	3%
Betting Shop	Betting	13%	15%
	Machines	17%	20%
	Other	5%	2%
	Not Disclosed	1%	1%
Betting Shop Total		36%	38%
Bingo Club	Bingo	0%	1%
	Slots	1%	1%
Bingo Club Total		1%	2%
Casino	Slots	1%	2%
	Table Games	5%	5%
	Other	0%	0%
Casino Total		6%	7%
National Lottery		1%	1%
Scratch cards		2%	2%
Other		4%	4%
Offline Total		53%	57%

*Clients may disclose up to three activities.

Client Gambling Facilities & Activities by Age*

	2016/17								2015/16							
	All	<18	18-25	26-35	36-45	46-55	56-65	66+	All	<18	18-25	26-35	36-45	46-55	56-65	66+
n*=	19,081	28	3,815	8,673	3,898	1,859	661	147	16,420	31	3,648	6,976	3,415	1,726	492	132
Online	48%	61%	50%	50%	48%	38%	32%	21%	43%	45%	44%	47%	41%	34%	25%	26%
Offline	52%	39%	50%	50%	52%	62%	68%	79%	57%	55%	56%	53%	59%	66%	75%	74%

* Based on callers who choose to disclose age. Callers may disclose up to three activities.

Online		2016/17								2015/16							
Activity		All	<18	18-25	26-35	36-45	46-55	56-65	66+	All	<18	18-25	26-35	36-45	46-55	56-65	66+
Betting		18%	22%	22%	19%	17%	13%	8%	5%	16%	26%	19%	18%	15%	11%	6%	7%
Bingo		1%	0%	1%	1%	2%	3%	3%	3%	1%	0%	1%	1%	2%	3%	3%	4%
Casino Games		11%	14%	13%	12%	9%	6%	5%	4%	8%	6%	10%	9%	7%	5%	3%	3%
Poker		2%	4%	2%	2%	2%	1%	1%	1%	2%	0%	2%	2%	2%	1%	1%	1%
Slots		12%	7%	8%	12%	14%	12%	13%	7%	11%	0%	8%	12%	12%	11%	10%	7%
Other		3%	14%	3%	3%	3%	2%	1%	1%	3%	10%	3%	3%	2%	2%	2%	4%
Not Disclosed		1%	0%	2%	2%	1%	1%	1%	0%	2%	3%	1%	2%	1%	1%	0%	0%
Online Total		48%	61%	50%	50%	48%	38%	32%	21%	43%	45%	44%	47%	41%	34%	25%	26%
Offline		2016/17								2015/16							
Facility	Activity	All	<18	18-25	26-35	36-45	46-55	56-65	66+	All	<18	18-25	26-35	36-45	46-55	56-65	66+
Arcades	Gaming Machines	3%	0%	2%	2%	4%	4%	6%	7%	3%	3%	2%	2%	4%	4%	6%	3%
Betting Shop	Betting	13%	18%	13%	12%	12%	21%	20%	27%	15%	16%	14%	13%	14%	21%	27%	27%
	Gaming Machines	17%	11%	16%	16%	18%	18%	18%	16%	20%	26%	21%	20%	20%	20%	19%	20%
	Other	4%	3%	5%	5%	4%	3%	3%	3%	2%	0%	2%	2%	1%	2%	1%	1%
	Not Disclosed	1%	0%	1%	1%	0%	1%	0%	1%	0%	3%	1%	1%	1%	1%	0%	1%
Betting Shop Total		35%	32%	35%	34%	34%	43%	41%	47%	37%	45%	38%	36%	36%	44%	47%	49%
Bingo Club	Bingo	0%	0%	0%	0%	1%	1%	2%	1%	1%	0%	1%	0%	1%	1%	3%	2%
	Gaming Machines	1%	0%	0%	0%	1%	1%	3%	5%	1%	0%	0%	1%	1%	1%	2%	2%
Bingo Club Total		1%	0%	0%	0%	2%	2%	5%	6%	2%	0%	1%	1%	2%	2%	5%	4%
Casino	Gaming Machines	1%	0%	1%	1%	1%	1%	2%	1%	2%	0%	2%	2%	2%	2%	2%	1%
	Table Games	5%	3%	6%	5%	4%	4%	4%	4%	5%	4%	6%	5%	4%	4%	3%	4%
	Not Disclosed	0%	0%	1%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	3%
Casino Total		6%	3%	8%	7%	5%	5%	6%	6%	7%	4%	8%	7%	6%	6%	5%	8%
National Lottery		1%	0%	0%	1%	1%	1%	2%	5%	1%	0%	1%	1%	2%	2%	2%	4%
Scratch cards		2%	4%	2%	2%	2%	3%	4%	5%	3%	3%	2%	2%	3%	3%	3%	4%
Other		4%	0%	3%	4%	4%	4%	4%	3%	4%	0%	4%	4%	6%	5%	7%	2%
Offline		52%	39%	50%	50%	52%	62%	68%	79%	57%	55%	56%	53%	59%	66%	75%	74%

Client Gambling Facilities & Activities by Gender*

	2016/17			2015/16		
n=	19,356	2,093	17,263	17,474	2,024	15,450
Online Total	48%	62%	46%	43%	58%	41%
Offline Total	52%	38%	54%	57%	42%	59%

Online		2016/17			2015/16		
Activity		All	Female	Male	All	Female	Male
Betting		18%	3%	20%	16%	3%	18%
Bingo		1%	10%	0%	1%	10%	0%
Casino Games		11%	8%	11%	8%	6%	8%
Poker		2%	1%	2%	2%	1%	2%
Slots		12%	35%	9%	11%	31%	8%
Other		3%	3%	3%	3%	5%	3%
Not Disclosed		1%	2%	1%	2%	2%	2%
Online Total		48%	62%	46%	43%	58%	41%
Offline		2016/17			2015/16		
Facility	Activity	All	Female	Male	All	Female	Male
Arcades	Gaming Machines	3%	6%	2%	3%	6%	3%
Betting Shop	Betting	13%	2%	15%	15%	3%	16%
	Gaming Machines	17%	9%	18%	20%	10%	21%
	Other	4%	1%	5%	2%	1%	2%
	Not Disclosed	1%	0%	1%	1%	0%	1%
Betting Shop Total		35%	12%	38%	38%	14%	40%
Bingo Club	Bingo	0%	3%	0%	1%	4%	0%
	Gaming Machines	1%	3%	0%	1%	3%	0%
Bingo Club Total		1%	6%	0%	2%	7%	0%
Casino	Gaming Machines	1%	2%	1%	2%	2%	2%
	Table Games	5%	2%	5%	5%	2%	5%
	Other	0%	0%	0%	0%	0%	0%
Casino Total		6%	4%	7%	7%	4%	7%
National Lottery		1%	1%	1%	1%	1%	1%
Scratch cards		2%	6%	2%	2%	6%	2%
Other		4%	2%	4%	4%	4%	6%
Offline Total		52%	38%	54%	57%	42%	59%

* Based on clients who choose to disclose gender. Clients may disclose up to three activities.

Number of years clients had been gambling

Clients had been gambling for	2016/17			2015/16		
	All	GamCare	Partners	All	GamCare	Partners
n=	1,513	307	1,206	1,313	187	1,083
Less than 5 years	34%	30%	35%	32%	27%	32%
5-9 years	26%	29%	25%	27%	33%	27%
10-14 years	19%	20%	18%	19%	21%	18%
15-19 years	7%	6%	7%	6%	7%	6%
20 years or more	14%	15%	15%	16%	12%	17%

Follow-up Score Improvements

GamCare follows up with clients after treatment to measure improvement and the effectiveness of our interventions over time. We use two measures; PGSI to measure gambling behaviour/severity and CORE-10 to measure psychological wellbeing.

Three-month follow-ups

2016/17 AVERAGE SCORES*	All Counsellors
CORE-10 at Assessment	18.9
CORE-10 at Follow-up 3 Months	10.2
CORE-10 Improvement	8.6
PGSI at Assessment	19.3
PGSI at Follow-up 3 Months	7.3
PGSI Improvement	12.1

Six-month follow-ups

AVERAGE SCORES*	All Counsellors
CORE-10 at Assessment	18.9
CORE-10 at Follow-up 6 Months	11.0
CORE-10 Improvement	7.9
PGSI at Assessment	19.3
PGSI at Follow-up 6 Months	7.8
PGSI Improvement	11.5

*Average scores show the average of all scores taken at all assessments and also at all follow-ups, and the difference between these two averages during the date range shown.

APPENDIX

Visits to our Websites

Unique visitors

Website	2016/17	2015/16
www.gamcare.org.uk	2,955,783	1,511,612
www.bigdeal.org.uk	26,142	27,864
TOTAL	2,981,925	1,539,476

Participation in online self-help support services

Online support	2016/17	2015/16
New posts by Forum users	40,720	42,330
Chat Room sessions offered	643	355

Caller Location

Location of HelpLine callers as identified by post code

Caller Location	2016/17	2015/16
n=	13,069	12,013
London	16%	16%
South East	16%	16%
North West	13%	14%
East Midlands	3%	4%
Scotland	5%	6%
South West	6%	6%
West Midlands	17%	13%
Eastern	5%	5%
Yorkshire and Humber	8%	8%
North East	6%	7%
Wales	4%	4%
Northern Ireland	1%	1%

Signposting Destinations

Signposting - HelpLine and NetLine	2016/17			2015/16		
	All	HelpLine	NetLine	All	HelpLine	NetLine
n=	72,307	46,681	25,626	65,467	40,237	25,230
Counselling						
GamCare HelpLine, NetLine, Forum and website	38%	37%	39%	36%	35%	38%
GamCare Counselling services (Online, London)	5%	5%	4%	4%	4%	3%
GamCare Counselling (Partners)	11%	12%	9%	12%	13%	10%
Gamblers Anonymous	7%	8%	6%	9%	10%	7%
Gam-Anon	2%	2%	1%	2%	3%	2%
Gordon House (residential)	1%	1%	1%	1%	1%	1%
Gambling Therapy	1%	1%	1%	0%	0%	1%
BACP (British Association Counselling and Psychotherapy)	0%	0%	0%	0%	0%	0%
Other agencies						
Citizens Advice Bureau	3%	3%	2%	1%	1%	1%
Debtline	1%	1%	0%	3%	3%	4%
GP / Other Professional	3%	3%	3%	3%	3%	2%
National Problem Gambling Clinic	13%	14%	12%	1%	1%	0%
Other	10%	9%	14%	3%	3%	3%
Exclusion						
Self-Exclusion	13%	14%	12%	12%	12%	11%
Software to block online gambling sites	10%	9%	14%	11%	9%	15%
Other						
Other	2%	1%	2%	2%	2%	2%

*For regions covered by current GamCare Partners go to <http://www.gamcare.org.uk/support-and-counselling/face-face-counselling/find-local-counselling>

Note: callers can be signposted to more than one destination.