



# Annual Statistics 2015/16



# STATISTICS 2015/16

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# CALLS TO THE HELPLINE AND NETLINE

## Volume of calls

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

## Caller Profile

### Caller type

Type of Caller	2015/16			2014/15		
	All	HelpLine	NetLine	All	HelpLine	NetLine
n=	24,841	15,187	9,654	22,573	13,749	8,824
Affected Other	19%	22%	14%	18%	22%	13%
Gambler	78%	74%	84%	79%	75%	86%
Gambler working in Industry	1%	0%	1%	1%	0%	1%
Gambling Industry	0%	0%	0%	0%	0%	0%
Professional	1%	2%	0%	2%	3%	0%
Other	1%	2%	1%	0%	0%	0%

### First-Time and Repeat Callers

First-Time and Repeat Callers	2015/16			2014/15		
	All	HelpLine	NetLine	All	HelpLine	NetLine
n=	32,619	24,422	8,197	29,745	21,337	8,408
First-time Caller	72%	73%	69%	69%	71%	65%
Repeat Caller	28%	27%	31%	31%	29%	35%

### Caller type by gender

Gender	2015/16			2014/15		
	All	Female	Male	All	Female	Male
n=	21,716	5,985	15,731	19,785	5,484	14,301
Affected Other	19%	54%	6%	18%	53%	5%
Gambler	77%	41%	91%	79%	42%	93%
Gambler working in Industry	1%	0%	1%	1%	0%	1%
Gambling Industry	0%	0%	0%	0%	1%	0%
Professional	2%	4%	1%	2%	4%	1%
Other	1%	1%	1%	0%	0%	0%

## Age of callers

Age of Caller	2015/16			2014/15		
	All	HelpLine	NetLine	All	HelpLine	NetLine
n=	12,786	8,813	3,973	12,888	8,758	4,130
Under 18	1%	1%	2%	1%	0%	1%
18-25	28%	23%	40%	29%	23%	42%
26-35	37%	36%	39%	35%	34%	37%
36-45	17%	19%	13%	16%	19%	12%
46-55	11%	13%	5%	12%	14%	6%
56-65	4%	6%	1%	5%	7%	2%
66+	2%	2%	1%	2%	3%	0%

## Gambling Profile

### Number of years gambler callers had been gambling

Callers had been gambling for	2015/16			2014/15		
	All	HelpLine	NetLine	All	HelpLine	NetLine
n=	11,146	7,168	3,978	11,055	7,098	3,957
4 years or less	40%	37%	47%	41%	38%	47%
Between 5 years to 9 years	26%	26%	26%	26%	25%	27%
Between 10 years to 14 years	16%	17%	15%	15%	15%	14%
Between 15 years to 19 years	6%	6%	5%	6%	7%	5%
20 years or more	12%	14%	7%	12%	15%	7%

## All Helpline Gambling Facilities & Activities

	2015/16	2014/15
n* =	24,249	25,738
<b>Online</b>	49%	47%
<b>Offline</b>	51%	53%

\* Callers may disclose up to 3 activities

<b>Online Activity</b>		2015/16	2014/15
Betting		16%	16%
Bingo		1%	2%
Casino Games		11%	7%
Poker		1%	2%
Slots		10%	13%
Other		1%	1%
Not Disclosed		9%	6%
<b>Online Total</b>		49%	47%
<b>Offline Facility</b>		2015/16	2014/15
<b>Activity</b>			
Arcades	Gaming Machines	2%	2%
Betting Shop	Betting	10%	12%
	Gaming Machines	23%	22%
	Not Disclosed	4%	3%
<b>Betting Shop Total</b>		37%	37%
Bingo Club	Bingo	0%	0%
	Gaming Machines	1%	1%
<b>Bingo Club Total</b>		1%	1%
Casino	Gaming Machines	1%	2%
	Table Games	4%	3%
	Not Disclosed	1%	1%
<b>Casino Total</b>		6%	6%
National Lottery		0%	1%
Scratchcards		3%	3%
Other		2%	3%
<b>Offline Total</b>		51%	53%

## Helpline Gambling Facilities & Activities by Age

	2015/16								2014/15							
	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* =	16,431	113	5,137	6,600	2,703	1,293	449	136	18,877	105	6,086	7,457	3,018	1,543	524	144
Online	47%	42%	49%	51%	45%	37%	32%	18%	45%	28%	48%	48%	43%	33%	32%	16%
Offline	53%	58%	51%	49%	55%	63%	68%	82%	55%	72%	52%	52%	57%	67%	68%	84%

\* Based on callers who choose to disclose age. Callers may disclose up to 3 activities

Online		2015/16								2014/15							
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%	11%	19%	16%	15%	9%	8%	4%	16%	8%	19%	18%	14%	10%	6%	3%
Bingo		2%	1%	1%	1%	3%	3%	3%	3%	2%	0%	1%	2%	2%	3%	4%	3%
Casino Games		11%	11%	14%	13%	8%	6%	5%	2%	7%	4%	10%	8%	6%	4%	4%	1%
Poker		1%	2%	2%	2%	1%	1%	1%	0%	2%	4%	1%	2%	2%	1%	1%	0%
Slots		10%	3%	7%	12%	12%	12%	11%	7%	13%	3%	11%	14%	14%	12%	13%	5%
Other		1%	10%	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	3%
Not Disclosed		5%	4%	5%	6%	4%	5%	2%	1%	4%	7%	5%	3%	3%	2%	3%	1%
<b>Online Total</b>		47%	42%	49%	51%	45%	37%	32%	18%	45%	28%	48%	48%	43%	33%	32%	16%
Offline		2015/16								2014/15							
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%	2%	2%	3%	4%	6%	5%	2%	4%	2%	2%	3%	4%	5%	3%
Betting Shop	Betting	11%	4%	10%	10%	12%	15%	16%	27%	13%	9%	12%	11%	14%	18%	19%	30%
	Gaming Machines	24%	20%	23%	23%	26%	26%	23%	31%	24%	23%	23%	23%	24%	28%	24%	30%
	Other	1%	1%	1%	1%	1%	1%	1%	3%	0%	0%	1%	0%	1%	1%	1%	1%
	Not Disclosed	3%	4%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%
<b>Betting Shop Total</b>		39%	29%	37%	36%	41%	44%	42%	63%	39%	34%	38%	36%	40%	48%	46%	63%
Bingo Club	Bingo	0%	0%	0%	0%	0%	1%	2%	1%	0%	0%	0%	0%	1%	1%	1%	1%
	Gaming Machines	1%	0%	0%	0%	1%	2%	4%	4%	1%	0%	0%	1%	1%	1%	2%	3%
<b>Bingo Club Total</b>		1%	0%	0%	0%	1%	3%	6%	5%	1%	0%	0%	1%	2%	2%	3%	4%
Casino	Gaming Machines	1%	0%	1%	1%	1%	2%	1%	1%	3%	1%	2%	3%	3%	2%	2%	3%
	Table Games	4%	1%	6%	4%	3%	3%	4%	2%	3%	4%	4%	3%	2%	2%	2%	1%
	Not Disclosed	1%	1%	1%	1%	1%	0%	1%	0%	1%	3%	1%	1%	0%	1%	1%	0%
<b>Casino Total</b>		6%	2%	8%	6%	5%	5%	6%	3%	7%	8%	7%	7%	5%	5%	5%	4%
National Lottery		0%	2%	0%	0%	0%	1%	1%	1%	1%	3%	0%	1%	1%	1%	2%	1%
Scratchcards		2%	22%	2%	2%	2%	3%	5%	4%	2%	22%	2%	2%	2%	3%	5%	6%
Other		3%	0%	2%	3%	3%	3%	2%	1%	3%	1%	3%	3%	4%	4%	2%	3%
<b>Offline</b>		53%	58%	51%	49%	55%	63%	68%	82%	55%	72%	52%	52%	57%	67%	68%	84%

## Helpline Gambling Facilities & Activities by Gender

Activity	2015/16			2014/15		
	All	Female	Male	All	Female	Male
n*=	21,575	3,122	18,453	21,591	2,869	18,722
Online	48%	64%	46%	44%	61%	42%
Offline	52%	36%	54%	56%	39%	58%

\* Based on clients who choose to disclose gender. Clients may disclose up to 3 activities

Online		2015/16			2014/15		
Activity		All	Female	Male	All	Female	Male
Betting		16%	4%	17%	16%	3%	19%
Bingo		2%	9%	0%	2%	12%	0%
Casino Games		10%	8%	11%	4%	3%	4%
Poker		1%	0%	2%	2%	1%	2%
Slots		10%	29%	7%	13%	31%	10%
Other		1%	2%	1%	1%	2%	1%
Not Disclosed		8%	12%	8%	6%	9%	6%
<b>Online Total</b>		<b>48%</b>	<b>64%</b>	<b>46%</b>	<b>44%</b>	<b>61%</b>	<b>42%</b>
Offline		2015/16			2014/15		
Facility	Activity	All	Female	Male	All	Female	Male
Arcades	Gaming Machines	2%	5%	2%	3%	5%	2%
Betting Shop	Betting	10%	2%	11%	13%	3%	14%
	Gaming Machines	23%	11%	25%	24%	11%	27%
	Other	1%	0%	1%	0%	0%	0%
	Not Disclosed	4%	2%	4%	3%	2%	3%
<b>Betting Shop Total</b>		<b>38%</b>	<b>15%</b>	<b>41%</b>	<b>40%</b>	<b>16%</b>	<b>44%</b>
Bingo Club	Bingo	0%	2%	0%	0%	2%	0%
	Gaming Machines	1%	3%	0%	1%	3%	0%
<b>Bingo Club Total</b>		<b>1%</b>	<b>5%</b>	<b>0%</b>	<b>1%</b>	<b>5%</b>	<b>0%</b>
Casino	Gaming Machines	1%	1%	1%	2%	2%	3%
	Table Games	4%	2%	4%	2%	1%	2%
	Not Disclosed	1%	1%	1%	1%	1%	1%
<b>Casino Total</b>		<b>6%</b>	<b>4%</b>	<b>6%</b>	<b>5%</b>	<b>4%</b>	<b>6%</b>
National Lottery		0%	1%	0%	1%	1%	1%
Scratchcards		3%	5%	2%	3%	6%	2%
Other		2%	1%	3%	3%	2%	3%
<b>Offline Total</b>		<b>52%</b>	<b>36%</b>	<b>54%</b>	<b>56%</b>	<b>39%</b>	<b>58%</b>

# Impacts of Problem Gambling

## Most common impacts of problem gambling disclosed by callers

Impact	2015/16			2014/15		
	All	Affected Other	Gambler	All	Affected Other	Gambler
n=	56,513	8,279	48,234	49,851	7,199	42,652
Alcohol Misuse	1%	0%	1%	1%	0%	1%
Anxiety/Stress	29%	32%	29%	31%	35%	30%
Criminal Activity	1%	1%	1%	1%	1%	1%
Domestic Abuse	0%	1%	0%	0%	1%	0%
Family/Relationship Difficulties	22%	36%	19%	21%	34%	19%
Feeling Isolated	6%	4%	7%	7%	5%	7%
Financial Difficulties	29%	21%	30%	27%	19%	28%
General Health	2%	1%	2%	2%	1%	3%
Housing Problems	2%	1%	2%	2%	1%	2%
Mental Health	6%	2%	7%	6%	2%	7%
Work Difficulties	2%	1%	2%	2%	1%	2%



## Callers who discussed debt

Amount of debt	2015/16			2014/15			2013/14		
	All	Affected Other	Gambler	All	Affected Other	Gambler	All	Affected Other	Gambler
n=	11,115	585	10,530	12,427	573	11,854	5,564	265	5,299
Not disclosed	11%	12%	11%	13%	22%	13%	13%	21%	13%
None	23%	26%	23%	23%	24%	23%	22%	20%	23%
Some	32%	33%	32%	31%	34%	31%	28%	31%	27%
Less than £5,000	14%	11%	15%	15%	9%	15%	17%	13%	17%
£5,000 to £9,999	6%	4%	6%	6%	2%	6%	6%	5%	6%
£10,000 to £14,999	3%	2%	4%	3%	1%	3%	4%	2%	4%
£15,000 to £19,999	3%	3%	2%	2%	2%	2%	2%	1%	2%
£20,000 to £99,999	6%	6%	5%	6%	6%	6%	7%	7%	7%
£100,000 or more	0%	1%	0%	0%	0%	0%	0%	0%	0%
Bankruptcy	1%	1%	1%	1%	0%	1%	1%	0%	1%
IVA	1%	1%	1%	0%	0%	0%	0%	0%	0%

# COUNSELLING SERVICES

## Clients and Sessions

	2015/16	2014/15
<b>CLIENTS SEEN</b>		
TOTAL CLIENTS SEEN	6,832	5,500
GamCare London	8%	14%
GamCare Partners	92%	86%
<b>TYPE OF CLIENT</b>		
Gambler	94%	91%
Partner or family member	6%	9%
<b>COUNSELLING SESSIONS</b>		
Total Counselling Sessions*	46,977	44,955
GamCare London	8%	11%
GamCare Partners	92%	89%
<b>CLIENT IMPROVEMENT MEASURE</b>		
Average DSM (Diagnostic and Statistical Manual of Mental Disorders) Score Improvement	5.4	5.1
DSM Score Explanation: Overall, on average, client's problem level has improved as follows:-		
From:	Moderate	Moderate
To:	Mild	Mild
<b>CLIENT SATISFACTION</b>		
<b>Client Satisfaction Levels (1 = Very unsatisfied: 5 = Very satisfied)</b>		
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?	1.9	2.0
5. All things considered, how are you feeling at the end of your counselling?	4.3	4.6
Score Improvement between 4. and 5.	2.4	2.6
6. To what extent do you feel the counselling you have received has brought about a positive change in your gambling situation?	4.7	4.7
7. If you had a re-lapse would you contact the service again for counselling?		
-Yes	96%	97%
-No	4%	3%
8. Would you recommend the counselling service to someone else?		
-Yes	98%	98%
-No	2%	2%

# Client Profile

## Client Ages

Age Groups	2015/16			2014/15		
	All	GamCare	Partners	All	GamCare	Partners
n=	5,580	490	5,090	4,323	712	3,611
<18	0%	0%	0%	0%	0%	0%
18-25	21%	20%	21%	20%	20%	21%
26-35	41%	43%	41%	38%	41%	37%
36-45	20%	21%	20%	22%	22%	22%
46-55	12%	11%	12%	14%	13%	14%
56-65	5%	4%	5%	5%	3%	5%
66+	1%	1%	1%	1%	1%	1%

## Client Type by Gender

Client Types	2015/16			2014/15		
	All	Female	Male	All	Female	Male
n=	1,851	377	1,474	1,814	322	1,492
Affected Other	6%	29%	1%	5%	26%	0%
Gambler	94%	71%	99%	95%	74%	100%

## Debts disclosed by clients

Level of Debt	2015/16			2014/15		
	All	GamCare	Partners	All	GamCare	Partners
n=	1,281	227	1,054	1,457	382	1,075
Not disclosed	6%	6%	6%	10%	10%	10%
None	20%	22%	20%	20%	18%	20%
Some	33%	33%	33%	28%	27%	29%
Less than £5,000	18%	15%	18%	17%	19%	16%
£5,000 to £9,999	7%	7%	7%	8%	7%	8%
£10,000 to £14,999	4%	3%	5%	4%	4%	5%
£15,000 to £19,999	3%	2%	3%	3%	3%	3%
£20,000 to £99,999	7%	11%	6%	8%	11%	7%
£100,000 or more	0%	1%	0%	0%	0%	0%
Bankruptcy	1%	0%	1%	1%	0%	1%
IVA	1%	0%	1%	1%	1%	1%

## All Client Gambling Facilities & Activities\*

	2015/16	2014/15
n=	17,632	17,431
<b>Online</b>	43%	38%
<b>Offline</b>	57%	62%

<b>Online Activity</b>		2015/16	2014/15
Betting		16%	15%
Bingo		1%	2%
Casino Games		8%	4%
Poker		2%	2%
Slots		11%	11%
Other		3%	3%
Not Disclosed		2%	1%
<b>Online Total</b>		<b>43%</b>	<b>38%</b>
<b>Offline Facility</b>		2015/16	2014/15
<b>Activity</b>			
Arcades	Slots	3%	4%
Betting Shop	Betting	15%	16%
	Machines	20%	18%
	Other	2%	1%
	Not Disclosed	1%	0%
<b>Betting Shop Total</b>		<b>38%</b>	<b>35%</b>
Bingo Club	Bingo	1%	1%
	Slots	1%	1%
<b>Bingo Club Total</b>		<b>2%</b>	<b>2%</b>
Casino	Slots	2%	4%
	Table Games	5%	4%
	Other	0%	1%
<b>Casino Total</b>		<b>7%</b>	<b>9%</b>
National Lottery		1%	2%
Scratchcards		2%	3%
Other		4%	7%
<b>Offline Total</b>		<b>57%</b>	<b>62%</b>

\*Clients may disclose up to 3 activities

## Client Gambling Facilities & Activities by Age\*

	2015/16								2014/15							
	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=	16,420	31	3,648	6,976	3,415	1,726	492	132	14,913	25	3,281	6,301	3,263	1,505	420	118
Online	43%	45%	44%	47%	41%	34%	25%	26%	38%	16%	39%	41%	37%	31%	24%	14%
Offline	57%	55%	56%	53%	59%	66%	75%	74%	62%	84%	61%	59%	63%	69%	76%	86%

Online	2015/16								2014/15							
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	16%	26%	19%	18%	15%	11%	6%	7%	15%	8%	16%	16%	14%	10%	6%	6%
Bingo	1%	0%	1%	1%	2%	3%	3%	4%	2%	0%	1%	2%	2%	2%	4%	3%
Casino Games	8%	6%	10%	9%	7%	5%	3%	3%	4%	0%	5%	4%	3%	3%	3%	0%
Poker	2%	0%	2%	2%	2%	1%	1%	1%	2%	4%	2%	3%	3%	1%	2%	0%
Slots	11%	0%	8%	12%	12%	11%	10%	7%	11%	4%	11%	13%	11%	11%	7%	3%
Other	3%	10%	3%	3%	2%	2%	2%	4%	3%	0%	3%	2%	3%	3%	2%	2%
Not Disclosed	2%	3%	1%	2%	1%	1%	0%	0%	1%	0%	1%	1%	1%	1%	0%	0%
<b>Online Total</b>	43%	45%	44%	47%	41%	34%	25%	26%	38%	16%	39%	41%	37%	31%	24%	14%

Offline	2015/16								2014/15								
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%	3%	2%	2%	4%	4%	6%	3%	4%	0%	4%	4%	5%	5%	6%	6%
Betting Shop	Betting	15%	16%	14%	13%	14%	21%	27%	27%	15%	40%	14%	14%	16%	21%	24%	27%
	Gaming Machines	20%	26%	21%	20%	20%	20%	19%	20%	18%	28%	17%	17%	18%	20%	23%	21%
	Other	2%	0%	2%	2%	1%	2%	1%	1%	1%	0%	2%	1%	1%	1%	1%	2%
	Not Disclosed	0%	3%	1%	1%	1%	1%	0%	1%	1%	0%	1%	0%	0%	1%	0%	1%
<b>Betting Shop Total</b>		37%	45%	38%	36%	36%	44%	47%	49%	35%	68%	34%	32%	35%	43%	48%	51%
Bingo Club	Bingo	1%	0%	1%	0%	1%	1%	3%	2%	1%	0%	1%	1%	1%	1%	2%	1%
	Gaming Machines	1%	0%	0%	1%	1%	1%	2%	2%	1%	0%	1%	1%	1%	2%	2%	4%
<b>Bingo Club Total</b>		2%	0%	1%	1%	2%	2%	5%	4%	2%	0%	2%	2%	2%	3%	4%	5%
Casino	Gaming Machines	2%	0%	2%	2%	2%	2%	2%	1%	4%	0%	4%	4%	3%	4%	2%	3%
	Table Games	5%	4%	6%	5%	4%	4%	3%	4%	4%	0%	5%	4%	4%	3%	3%	4%
	Other	0%	0%	0%	0%	0%	0%	0%	3%	1%	0%	1%	1%	1%	0%	0%	3%
<b>Casino Total</b>		7%	4%	8%	7%	6%	6%	5%	8%	9%	0%	10%	9%	8%	7%	5%	10%
National Lottery		1%	0%	1%	1%	2%	2%	2%	4%	2%	0%	1%	2%	2%	3%	4%	5%
Scratchcards		3%	3%	2%	2%	3%	3%	3%	4%	3%	8%	3%	3%	3%	3%	3%	3%
Other		4%	0%	4%	4%	6%	5%	7%	2%	7%	8%	7%	7%	8%	5%	6%	6%
<b>Offline Total</b>		57%	55%	56%	53%	59%	66%	75%	74%	62%	84%	61%	59%	63%	69%	76%	86%

\* Based on clients who choose to disclose age. Clients may disclose up to 3 activities

## Client Gambling Facilities & Activities by Gender\*

	2015/16			2014/15		
n=	17,474	2,024	15,450	16,765	1,787	14,978
<b>Online Total</b>	43%	58%	41%	38%	53%	36%
<b>Offline Total</b>	57%	42%	59%	62%	47%	64%

Online		2015/16			2014/15		
Activity		All	Female	Male	All	Female	Male
Betting		16%	3%	18%	15%	3%	16%
Bingo		1%	10%	0%	2%	11%	1%
Casino Games		8%	6%	8%	4%	3%	4%
Poker		2%	1%	2%	2%	1%	2%
Slots		11%	31%	8%	11%	27%	10%
Other		3%	5%	3%	3%	6%	2%
Not Disclosed		2%	2%	2%	1%	2%	1%
<b>Online Total</b>		43%	58%	41%	38%	53%	36%
Offline		2015/16			2014/15		
Facility	Activity	All	Female	Male	All	Female	Male
Arcades	Gaming Machines	3%	6%	3%	4%	7%	4%
Betting Shop	Betting	15%	3%	16%	16%	3%	17%
	Gaming Machines	20%	10%	21%	18%	10%	19%
	Other	2%	1%	2%	1%	1%	2%
	Not Disclosed	1%	0%	1%	0%	0%	1%
<b>Betting Shop Total</b>		38%	14%	40%	35%	14%	39%
Bingo Club	Bingo	1%	4%	0%	1%	4%	0%
	Gaming Machines	1%	3%	0%	1%	4%	0%
<b>Bingo Club Total</b>		2%	7%	0%	2%	8%	0%
Casino	Gaming Machines	2%	2%	2%	4%	2%	4%
	Table Games	5%	2%	5%	4%	2%	4%
	Other	0%	0%	0%	1%	0%	1%
<b>Casino Total</b>		7%	4%	7%	9%	4%	9%
National Lottery		1%	1%	1%	2%	2%	2%
Scratchcards		2%	6%	2%	3%	7%	3%
Other		4%	4%	6%	7%	5%	7%
<b>Offline Total</b>		57%	42%	59%	62%	47%	64%

\* Based on clients who choose to disclose gender. Clients may disclose up to 3 activities

## Number of years clients had been gambling

Clients had been gambling for	2015/16			2014/15		
	All	GamCare	Partners	All	GamCare	Partners
n=	1,313	187	1,083	1,392	369	1,023
Less than 5 years	32%	27%	32%	30%	31%	30%
5-9 years	27%	33%	27%	26%	28%	26%
10-14 years	19%	21%	18%	18%	18%	18%
15-19 years	6%	7%	6%	10%	8%	10%
20 years or more	16%	12%	17%	16%	15%	16%

# APPENDIX

## Visits To Our Websites

### Unique visitors

Website	2015/16	2014/15
www.gamcare.org.uk	1,511,612	1,219,931
www.bigdeal.org.uk	27,864	50,674
TOTAL	1,539,476	1,302,214

### Participation in online self-help support services

Online support	2015/16	2014/15
New posts by Forum users	42,330	40,810
Chat Room sessions offered	355	324

## Caller Location

### Location of HelpLine callers as identified by post code

Caller Location	2015/16	2014/15
n=	12,013	10,965
London	16%	17%
South East	16%	16%
North West	14%	15%
East Midlands	4%	4%
Scotland	6%	7%
South West	6%	6%
West Midlands	13%	11%
Eastern	5%	5%
Yorkshire and Humber	8%	8%
North East	7%	7%
Wales	4%	3%
Northern Ireland	1%	1%



## Signposting Destinations

Signposting from the HelpLine and NetLine	2015/16			2014/15		
	All	HelpLine	NetLine	All	HelpLine	NetLine
n=	65,467	40,237	25,230	55,857	34,296	21,561
<b>Counselling</b>						
GamCare HelpLine, NetLine, Forum and website	36%	35%	38%	38%	36%	41%
GamCare Counselling services (OnLine, London)	4%	4%	3%	4%	5%	3%
GamCare Counselling (Partners)	12%	13%	10%	11%	12%	9%
Gamblers Anonymous	9%	10%	7%	9%	11%	8%
Gam-Anon	2%	3%	2%	2%	3%	2%
Gordon House (residential)	1%	1%	1%	1%	1%	0%
Gambling Therapy	0%	0%	1%	0%	0%	1%
BACP (British Assoc Counselling and Psychotherapy)	0%	0%	0%	0%	0%	0%
<b>Other agencies</b>						
Citizens Advice Bureau	1%	1%	1%	1%	1%	1%
Debtline	3%	3%	4%	3%	3%	3%
GP / Other Professional	3%	3%	2%	3%	3%	2%
National Problem Gambling Clinic	1%	1%	0%	1%	1%	1%
Other	3%	3%	3%	4%	4%	3%
<b>Exclusion</b>						
Self Exclusion	12%	12%	11%	12%	12%	11%
Software to block online gambling sites	11%	9%	15%	10%	7%	13%
<b>Other</b>						
Other	2%	2%	2%	1%	1%	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