



GamCare Annual Statistics 2016/17



STATISTICS 2016/17

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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 | | 2016/17 | 2015/16 |
| 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

| | 2016/17 | | | 2015/16 | | |
|----------|---------|--------|--------|---------|--------|--------|
| Activity | 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 | | 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.