## GamCare Briefing Paper - GamCare Annual Statistics 2018/19

This paper highlights the indicative trends emerging from our 2018/19 data. These statistics are gathered from calls to the National Gambling HelpLine and from the treatment services delivered across our network in England, Scotland and Wales. These statistics are not collected for academic purposes.

#### **Key messages**

- We received 29,868 target calls from gamblers and affected others in 2018/19 (compare to 29,889 in 2017/18).
- Target calls have increased by 10% over the last five years.
- The overall number of people receiving treatment from GamCare in 2018/19 was up by 9% on the previous year, to 9,049.
- Overall, year on year we have seen a greater reduction in PGSI scores at treatment end over the
  past four years.
- Clients who were gambling problematically when entering treatment showed an average improvement of 16.1 (significantly reduced risk) upon successfully completing their treatment plans in 2018/19.
- 55% of callers to the Helpline and 54% of clients in treatment report that online gambling is the most problematic activity for them. This represents an 8% growth in callers and 11% growth of clients in treatment reporting that online gambling is the most problematic activity for them as gamblers in the last five years.
- Overall, 45% of gamblers and 41% of affected others calling the National Gambling Helpline mentioned impacts on their mental wellbeing last year, including anxiety, stress, isolation and suicidal thoughts and feelings.
- More female gamblers are seeking support and treatment for their own issues with gambling 17% of callers to the National Gambling Helpline and 14% of clients in treatment were female gamblers during 2018/19, compared to 16% and 12% in 2017/18.
- Nearly 70% of the female gamblers who called the National Gambling Helpline had problems with online betting, particularly slots.

#### **HelpLine**

We received 29,868 target calls from gamblers and affected others in 2018/19 (compare to 29,889 in 2017/18). The majority of callers were gamblers (75%).

The majority of gamblers contacting the Helpline who disclosed a gender were male (83%), however we have seen a small increase in female gamblers seeking support through the Helpline and treatment, to 17%.

The majority of callers were aged 26 – 35 years (41%), which is consistent with data from the previous five years. Overall, most gamblers contacting the Helpline who disclosed how long they had been gambling for before experiencing harm had been gambling for more less than four years or less (39%). 27% of gamblers had been gambling between five – nine years.

The majority of both gamblers (82%) and affected others (87%) that contacted the National Gambling Helpline in 2018/19 were White. ONS data shows that 86% of the population of England and Wales is recorded as 'White' (see Ethnicity and National Identity in England and Wales: 2011).

Over the past five years the proportion of callers of Asian or Asian British ethnicity has increased from 8% to 11%, but we have not seen this pattern replicated in the treatment population, which is concerning.

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During 2018/19, 71% of gamblers calling the Helpline reported having some level of gambling debt.

#### Gambling Facilities

The main gambling facilities (locations) disclosed were online (55%), followed by betting shops (32%).

#### **Gambling Activities**

The majority of callers disclosed issues with online gambling (55%), of which the most problematic activities were betting (16%), casino games (14%) and slots (12%).

For those callers who disclosed issues with offline gambling (45%), the most problematic activities were gaming machines in betting shops (16%) and other betting in betting shops (9%).

#### **Treatment**

The number of individuals receiving treatment across our network increased by 9% in 2018/19, to 9,049 (2017/18: 8,310).

According to the Problem Gambling Severity Index, clients who were gambling problematically when entering treatment showed an average improvement of 16.1 (significantly reduced risk) upon successfully completing their treatment plans.

	2015/16	2016/17	2017/18	2018/19
PGSI at Assessment	19.0	19.3	19.6	19.5
PGSI at Treatment End	4.1	3.7	3.6	3.4
PGSI Improvement	14.9	15.7	16.0	16.1

According to Clinical Outcomes in Routine Evaluation (CORE-10), clients showed an average improvement of 12.4 upon successfully completing their treatment plans. 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'.

	2015/16	2016/17	2017/18	2018/19
CORE-10 at Assessment	18.2	18.9	19.3	18.5
CORE-10 at Treatment End	6.0	6.1	6.3	6.1
CORE-10 Improvement	12.2	12.8	13.0	12.4

The majority of clients were gamblers (88%), and the majority of gamblers who disclosed a gender were male (86%). The number of female clients in treatment for their own gambling is growing, up to 14%.

The majority of clients were aged 26 - 35 years (43%), which is consistent with data from the previous five years. 16% of clients were aged 18-25.

As with callers to the Helpline, the majority of clients across our network were 'White British' in 2017/18 (90%).

Half of clients disclosed some level of debt related to gambling (50%).

#### Gambling Facilities

The main gambling facilities (locations) discussed by clients were online (54%), followed by betting shops (31%).

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### **Gambling Activities**

For clients who disclosed they were mainly affected by online gambling, the main activities discussed were online betting (21%), slots (14%) and casino games (13%).

For those who disclosed they were mainly affected by offline gambling, the main activities discussed were gaming machines in betting shops (15%), and other betting in betting shops (12%).