

## Caller Data 2017/2018

|   |    |
|---|----|
| <b>Number of callers (HelpLine / NetLine) in specified postcode areas</b> | 10 |
|---|----|

| <b>Caller Type</b>              |   |
|---------------------------------|---|
| Partner/ Family Member / Friend | 0 |
| Gambler                         | 9 |
| Not specified                   | 1 |

| <b>Caller Gender</b> |   |
|----------------------|---|
| Male                 | 7 |
| Female               | 3 |
| Not specified        | 0 |

| <b>Caller Ages</b> |   |
|--------------------|---|
| 18-25              | 2 |
| 26-35              | 3 |
| 36-45              | 2 |
| 46-55              | 1 |
| 56-65              | 1 |
| 66+                | 0 |
| Not specified      | 1 |

| <b>Debt disclosed</b> |   |
|-----------------------|---|
| Not specified         | 8 |
| None                  | 0 |
| Less than £5000       | 1 |
| £5,000 to £9,999      | 0 |
| £10,000 to £14,999    | 1 |
| £15,000 to £19,999    | 0 |
| £20,000 to £99,999    | 0 |
| £100,000 or more      | 0 |

| <b>Impacts Discussed<br/>(May be more than one per call)</b> |    |
|--|----|
| Financial Difficulties                                       | 10 |
| Anxiety/Stress   | 9  |
| Family/Relationship Difficulties                             | 7  |
| Feeling Isolated   | 5  |
| Mental Health  | 4  |
| General Health   | 3  |
| Work Difficulties  | 2  |
| Housing Problems   | 2  |
| Alcohol Misuse   | 1  |
| Criminal Activity  | 1  |

## Caller Data 2017/2018

| <b>Gambling Location</b> | <b>Gambling Activity</b>              | <b>Disclosed</b> |
|--------------------------|---------------------------------------|------------------|
| Online - Laptop/PC       | Fruit/Slot Machines (stakes up to £5) | 1                |
| Online - Laptop/PC       | Other card games (e.g. blackjack)     | 1                |
| Online - not specified   | Fruit/Slot Machines (stakes up to £5) | 1                |
| Online - not specified   | Spread Betting (all kinds)            | 1                |
| Online - Smartphone      | Betting – Events/Sports               | 4                |
| Online - Smartphone      | Fruit/Slot Machines (stakes up to £5) | 1                |
| Online - Smartphone      | Other card games (e.g. blackjack)     | 1                |
| Online - Smartphone      | Roulette (Casino/Online)              | 1                |

## Caller Data 2016/2017

|   |    |
|---|----|
| <b>Number of callers (HelpLine / NetLine) in specified postcode areas</b> | 40 |
|---|----|

| <b>Caller Type</b>              |    |
|---------------------------------|----|
| Partner/ Family Member / Friend | 9  |
| Gambler                         | 30 |
| Not specified                   | 1  |

| <b>Caller Gender</b> |    |
|----------------------|----|
| Male                 | 25 |
| Female               | 15 |
| Not specified        | 0  |

| <b>Caller Ages</b> |    |
|--------------------|----|
| Under 18           | 0  |
| 18-25              | 4  |
| 26-35              | 15 |
| 36-45              | 4  |
| 46-55              | 6  |
| 56-65              | 3  |
| 66+                | 0  |
| Not specified      | 8  |

| <b>Debt disclosed</b> |    |
|-----------------------|----|
| Not specified         | 24 |
| None                  | 4  |
| Less than £5000       | 7  |
| £5,000 to £9,999      | 2  |
| £10,000 to £14,999    | 1  |
| £15,000 to £19,999    | 0  |
| £20,000 to £99,999    | 2  |
| £100,000 or more      | 0  |

| <b>Impacts Discussed<br/>(May be more than one per call)</b> |    |
|--|----|
| Anxiety/Stress   | 32 |
| Financial Difficulties                                       | 30 |
| Family/Relationship Difficulties                             | 29 |
| Mental Health  | 9  |
| Feeling Isolated   | 9  |
| Work Difficulties  | 6  |
| General Health   | 5  |
| Housing Problems   | 4  |
| Suicidal   | 3  |
| Criminal Activity  | 3  |
| Alcohol Misuse   | 2  |
| Relationship Difficulties                                    | 1  |
| Domestic Abuse   | 1  |

## Caller Data 2016/2017

| <b>Gambling Location</b> | <b>Gambling Activity</b>              | <b>Disclosed</b> |
|--------------------------|---------------------------------------|------------------|
| Betting Shop             | (not disclosed)                       | 1                |
| Betting Shop             | Betting - Dogs                        | 1                |
| Betting Shop             | Betting - Events/Sports               | 1                |
| Betting Shop             | Betting – Events/Sports               | 3                |
| Betting Shop             | Betting - Horses                      | 2                |
| Betting Shop             | FOBT (stakes up to £100)              | 3                |
| Betting Shop             | Horses                                | 1                |
| Betting Shop             | Other card games (e.g. blackjack)     | 1                |
| Internet                 | Fruit/Slot Machines                   | 1                |
| Online - Laptop/PC       | Betting - Horses                      | 1                |
| Online - Laptop/PC       | Bingo                                 | 1                |
| Online - Laptop/PC       | Fruit/Slot Machines (stakes up to £5) | 2                |
| Online - Laptop/PC       | Other card games (e.g. blackjack)     | 3                |
| Online - not specified   | Betting – Events/Sports               | 2                |
| Online - not specified   | Fruit/Slot Machines (stakes up to £5) | 1                |
| Online - not specified   | Other card games (e.g. blackjack)     | 1                |
| Online - not specified   | Roulette (Casino/Online)              | 1                |
| Online - Smartphone      | (Not asked)                           | 1                |
| Online - Smartphone      | (not disclosed)                       | 1                |
| Online - Smartphone      | Betting – Events/Sports               | 6                |
| Online - Smartphone      | Betting - Horses                      | 2                |
| Online - Smartphone      | Fruit/Slot Machines (stakes up to £5) | 4                |
| Online - Smartphone      | Other card games (e.g. blackjack)     | 2                |
| Online - Smartphone      | Roulette (Casino/Online)              | 3                |
| Online - Tablet          | Other card games (e.g. blackjack)     | 1                |

## Caller Data 2015/2016

|   |    |
|---|----|
| <b>Number of callers (HelpLine / NetLine)<br/>in specified postcode areas</b> | 10 |
|---|----|

| <b>Caller Type</b>              |   |
|---------------------------------|---|
| Partner/ Family Member / Friend | 1 |
| Gambler                         | 9 |
| Not specified                   | 0 |

| <b>Caller Gender</b> |   |
|----------------------|---|
| Male                 | 7 |
| Female               | 3 |
| Not specified        | 0 |

| <b>Caller Ages</b> |   |
|--------------------|---|
| 18-25              | 2 |
| 26-35              | 3 |
| 36-45              | 2 |
| 46-55              | 1 |
| 56-65              | 1 |
| 66+                | 0 |
| Not specified      | 1 |

| <b>Debt disclosed</b> |   |
|-----------------------|---|
| Not specified         | 8 |
| None                  | 0 |
| Less than £5000       | 1 |
| £5,000 to £9,999      | 0 |
| £10,000 to £14,999    | 1 |
| £15,000 to £19,999    | 0 |
| £20,000 to £99,999    | 0 |
| £100,000 or more      | 0 |

| <b>Impacts Discussed<br/>(May be more than one per call)</b> |    |
|--|----|
| Anxiety/Stress   | 18 |
| Financial Difficulties                                       | 14 |
| Family/Relationship Difficulties                             | 10 |
| Feeling Isolated   | 2  |
| Alcohol Misuse   | 1  |
| Housing Problems   | 1  |
| General Health   | 1  |

## Caller Data 2015/2016

| <b>Gambling Location</b> | <b>Gambling Activity</b>              | <b>Disclosed</b> |
|--------------------------|---------------------------------------|------------------|
| Betting Shop             | (Not disclosed)                       | 1                |
| Betting Shop             | Betting – Events/Sports               | 2                |
| Betting Shop             | Betting - Horses                      | 1                |
| Betting Shop             | FOBT (stakes up to £100)              | 7                |
| Online - Laptop/PC       | (Not disclosed)                       | 1                |
| Online - Laptop/PC       | Betting – Events/Sports               | 1                |
| Online - Laptop/PC       | Fruit/Slot Machines (stakes up to £5) | 1                |
| Online - Laptop/PC       | Other card games (e.g. blackjack)     | 1                |
| Online - Laptop/PC       | Other gambling activity               | 1                |
| Online - not specified   | (Not disclosed)                       | 1                |
| Online - not specified   | FOBT (stakes up to £100)              | 1                |
| Online - Smartphone      | (Not disclosed)                       | 1                |
| Online - Smartphone      | Betting – Events/Sports               | 3                |
| Online - Smartphone      | Betting - Horses                      | 1                |
| Online - Smartphone      | Fruit/Slot Machines (stakes up to £5) | 1                |
| Online - Smartphone      | Roulette (Casino/Online)              | 2                |
| Online - Tablet          | (Not disclosed)                       | 1                |
| Online - Tablet          | Fruit/Slot Machines (stakes up to £5) | 1                |