

GambleAware

7 Henrietta St • London • WC2E 8PS

T: +44 (0)20 7287 1994

info@gambleaware.org

about.gambleaware.org

ANNOUNCEMENT

Research into online problem gambling says withdrawals should be faster and easier

London, 6 November: New research, funded by GambleAware, suggests how features of online gambling can contribute to problem gambling and provides new ideas to reduce harm. The report, by Dr Jonathan Parke, Sophro Ltd and Dr Adrian Parke, University of Lincoln, explains how remote gambling provides unlimited access to vast opportunities to gamble at any time and bet continuously. Moving online means sports betting is no longer immune to fast, continuous gambling, usually associated with casino games and slots. Problem gamblers in the study played at unsociable hours, through the night, logged in repeatedly to gamble during the day and could lose substantial amounts of money in short periods of time.

Research has focused on how problem gamblers chase loses. This report looked at the way winning influenced problem gamblers. It found risky gambling can escalate if problem gamblers fail to stop gambling shortly after winning, as their belief in their own luck or skill increases and they want positive feelings to continue. This risk is added to because it is easy to instantly re-deposit funds to chase loses, but much harder and slower to withdraw winnings, options are provided to reverse withdrawals and marketing prompts encourage further play.

Codes of practice for safe gambling should require that gambling operators should not nudge vulnerable customers to re-deposit (e.g., by offering a deposit bonus) immediately after an account withdrawal. The research suggests withdrawals should be faster and easier and there should be tools for gamblers to limit reverse withdrawals. Periods of winning may represent important, and underutilised opportunities for staff intervention. The report also suggests responsible gambling tools to interrupt long sessions of fast, continuous betting online.

Responsible Gambling Trust operating as GambleAware © • Registered in England No 4384279 • Charity No 1093910

Chair: Kate Lampard CBE

Trustees • Henry Birch • Annette Dale-Perera • Professor Sian Griffiths • Alan Jamieson • Professor Anthony Kessel
• Jim Mullen • Chris Pond • Brigid Simmonds • Professor Patrick Sturgis • Professor Jonathan Wolff

Chief Executive: Marc Etches

The study analysed data from an internet gambling operator capturing several thousand betting transactions of 101 problem gamblers (as defined by customer responses to the Problem Gambling Severity Index). The researchers analysed the sequences of gambling behaviours for individual problem gamblers, to identify patterns of potentially harmful gambling behaviour and propose explanatory mechanisms and risk factors that could account for such play. In-depth interviews with problem gamblers helped the researchers interpret the behaviour they observed in the data. In this way, the study aimed to generate new ideas and insights, which can be verified with further research.

This project was commissioned by GambleAware as part of its programme of research to improve understanding of the nature and risks of remote gambling and to examine how such risks and associated harms can be mitigated.

Clare Wyllie, Director of Research & Evaluation at GambleAware said:

“Online gambling is the most rapidly growing sector. This research shows how going online can change the characteristics of gambling and create new risks. It also highlights how important it is that online operators make sure the features they provide encourage safe rather than risky play.”

Dr Jonathan Parke, Sophro, said:

“This innovative approach to researching gambling industry data is useful for improving our understanding of how problem gambling may develop online and for generating new ideas for tackling the risks. It also highlights the important contribution industry can make by opening their data to scrutiny.”

Maris Bonella, Kindred Group said:

“Increased collaboration and transparency between operators, researchers and regulators is essential in order to improve responsible gambling efforts. This is why Kindred Group supports researchers by giving them access to anonymized customer data. As an operator that prides itself on our customer focus, we will use the findings from research to ensure a safe and secure environment for our customers.”

-ENDS-

Contact:

Sarah Evans

+447523 609 413

gambleaware@atlas-partners.co.uk

NOTES

- The report can be viewed [here](#).

IT'S NEVER TOO SOON TO BeGambleAware[®]

- Guided by the [National Responsible Gambling Strategy](#), GambleAware is an independent charity tasked to fund research, education and treatment services to help minimise gambling-related harm in Great Britain.
- GambleAware is a commissioning and grant-making body, not a provider of services. The charity's strategic aim is to broaden public understanding of gambling-related harm as a public health issue and to help those that do develop problems get the support and help that they need quickly and effectively. For more information, please go to: <http://about.gambleaware.org/>
- GambleAware's programme of treatment, education, harm prevention and research is guided by the National Responsible Gambling Strategy, which is defined by the independent Responsible Gambling Strategy Board (RGSB) and endorsed by the Gambling Commission. The RGSB, the Gambling Commission and GambleAware work together under the terms of an agreement in place since 2012: <http://about.gambleaware.org/media/1216/statementofintent.pdf>. Research is conducted under the terms of a 'Research Commissioning and Governance Procedure' agreed in 2016 by the RGSB, the Gambling Commission and GambleAware: <http://about.gambleaware.org/media/1270/research-commissioning-and-governance-procedure-may-2016-final.pdf>.
- GambleAware requires a minimum of £10 million annually to deliver its current responsibilities, and looks to all those that profit from commercial gambling to support the charity. This donation-based system was proposed under the Gambling Act 2005 and is prescribed by the Gambling Commission in its Licence Conditions and Codes of Practice. The RGSB endorsed GambleAware's £10m funding goal in January 2017: <http://www.rgsb.org.uk/press-releases/responsible-gambling-strategy-board-publishes-assessment-of-the-quantum-of-funding-required-to-deliver-the-national-responsible-gambling-strategy.html>
- GambleAware funds the *Gordon Moody Association*, the *NHS National Problem Gambling Clinic*, *GamCare* and a network of charities across Great Britain to provide a full range of free treatment for problem gamblers and support for those affected by them. GambleAware also runs the website **BeGambleAware.org** which helps 2.7 million visitors a year, and supports the **National Gambling Helpline – 0808 8020 133**.

IT'S NEVER TOO SOON TO BeGambleAware[®]