

January 2020

Players seek help for compulsive gambling

StopSpillet (StopGambling), the Danish Gambling Authority's helpline providing advice and counselling about responsible gambling and compulsive gambling, has received 722 calls during its first year operating. Of these, 57 per cent of the calls came from players with compulsive gambling issues.

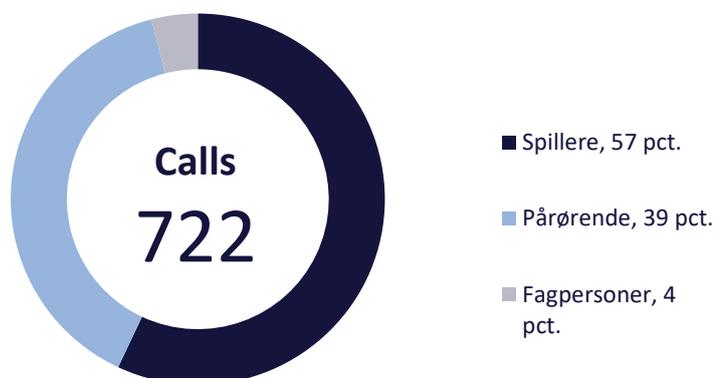
The Danish Gambling Authority is tasked with ensuring that gambling is carried out in a responsible manner. On this basis, the StopSpillet helpline was established in January 2019 by the Danish Gambling Authority. At StopSpillet, players, relatives of players and professionals are offered advice and guidance on responsible gambling and compulsive gambling.

Majority of calls to StopSpillet are from players

StopSpillet received 722 calls during 2019. Of these, 57 per cent of the calls are from players who have either acknowledged that they have a gambling problem or are in doubt about it. Men account for 87 per cent of the players who have reached out to the helpline.

In addition, 39 per cent of the calls came from relatives of players, and the remaining 4 per cent from professionals *cf. figure 1*.

Figure 1. Distribution of calls among types of callers (Players, relatives, professionals)



57%

Calls from players. During 2019, the Danish Gambling Authority's helpline, StopSpillet, has received 722 calls. 57% of the calls came from players that sought advice about compulsive gambling.



Players have problems with compulsive gambling

When players call StopSpillet, they can take a compulsive gambling test. The test consists of nine yes/no questions and is also available at StopSpillet.dk. Based on the answers, a test-score is generated which indicates the severity of the gambling problem. The scale ranges from 0-9 and a test score between 4 and 9 indicates a degree of compulsive gambling. The 240 players who have completed the test had an average test score of 6.3. This indicates that the Danish Gambling Authority particularly helps those who need it the most.

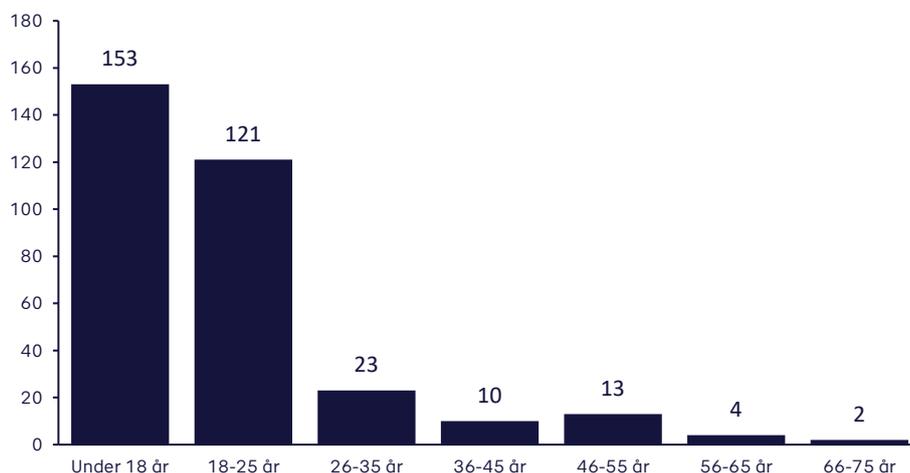
274

Players gambled at a young age. 274 out of 326 players started gambling before they were 25 years old.

Many start gambling very young

During the conversation, the advisers also ask at what age the player first gambled. At 326 conversations, the player's debut age for gambling was provided by either the player or a relative. Of these, 153 players started gambling before they were 18 years old, and 121 of the players started gambling between the ages 18-25. This means that 274 of the players gambled before they were 25 years old, *cf. figure 2*.

Figure 2. Debut age for gambling by age group

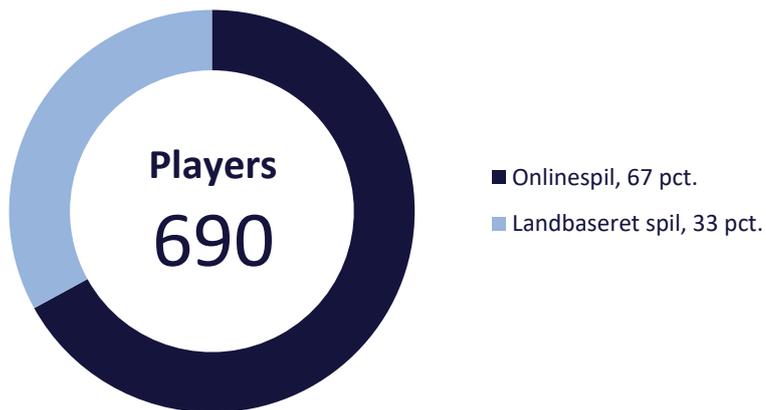


Source: The Danish Gambling Authority

Players prefer online games

The Danish Gambling Authority also ask players about their primary and secondary problem games. In total, 690 players and relatives provided this information. The figures show that 67 per cent state online gambling activities as their primary or secondary problem game. The remaining 33 per cent stated land-based games, e.g. gaming machines, betting in kiosks and land-based casinos, *cf. figure 3*.

Figure 3. Distribution of the players' problem games (Online and land based)



Source: The Danish Gambling Authority

