9,008 individuals* were treated by the National Gambling Treatment Service in Great Britain in 2019/20

- 89% White
- 5% White European
- 5% Asian or Asian British
- 3% Black or Black British
- 3% Other

The National Gambling Helpline handled 39,000 contacts helping 25,000 people.

- 25% by the age of 19
- 50% by the age of 24

Problem gambling for 10 years
- 75% were seen within 8 days
- 50% were seen within 3 days

After completing treatment...
- 90% showed improvement on the PGSI scale
- 60% of those treated were no longer considered problem gamblers
- 45% in £5,000+ debt, bankrupt or in an IVA

- £2,100 spent in one month prior to assessment
- £5,000+ debt, bankrupt or in an IVA

Clients improved on average by 8 points on the CORE-10 scale

*only inclusive of National Gambling Treatment Services that report to the Data Reporting Framework

The National Gambling Helpline is part of the National Gambling Treatment Service. The helpline offers support, advice, brief interventions, and care pathways into structured treatment. Figures throughout the rest of this document reflect the population of clients who have received structured treatment.

The CORE-10 is a short questionnaire to measure psychological distress.