

March 2021

Helpline for compulsive gamblers receives more calls from young men

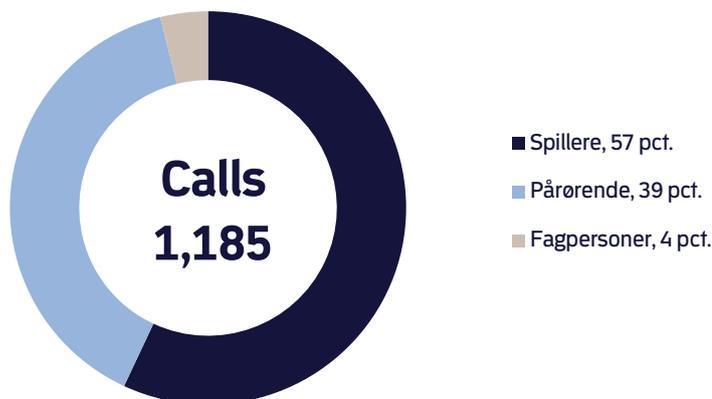
In January 2019, the Danish Gambling Authority opened StopSpillet (StopGambling), a helpline about responsible gambling and compulsive gambling. Since the beginning, the advisers have received 1,185 calls. The calls show, that the vast majority of the persons who have gambling problems are men, who started gambling at a young age.

For two years, the Danish Gambling Authority's helpline, StopSpillet, have guided players, relatives and professionals about responsible gambling and compulsive gambling. The trend is clear after the first years of the helpline: Regardless of whether it is the player himself or a relative who contacts StopSpillet, it is primarily young men who experience gambling problems.

More calls from players

From January 2019 to December 2020, StopSpillet received 1,185 calls. 57 % of the calls came from players who have acknowledged or believe that they have a gambling problem. Calls from relatives represented 39 % of the calls and the remaining 4 % came from professionals, *cf. figure 1.*

Figure 1. Calls to StopSpillet by category



57%

Calls from players

57 percent of the calls are from players, who call to receive guidance at StopSpillet.

Source: the Danish Gambling Authority.

Players are often men – relatives are often women

Studies show that men gamble more than women and that more men are addicted to gambling. This is confirmed by data from StopSpillet, as 86 % of the players who have contacted



the helpline are men. However, the tendency is quite the opposite for relatives. 67 % of those who call on behalf of others are women.

The advisers at StopSpillet ask the relatives how they are related to the player. 29 % of the respondents state that they are mothers and 16 % are fathers. 22 % state that they are partners. The remaining calls come from siblings, children, other family and friends of the player.

Men spend the most – in less time

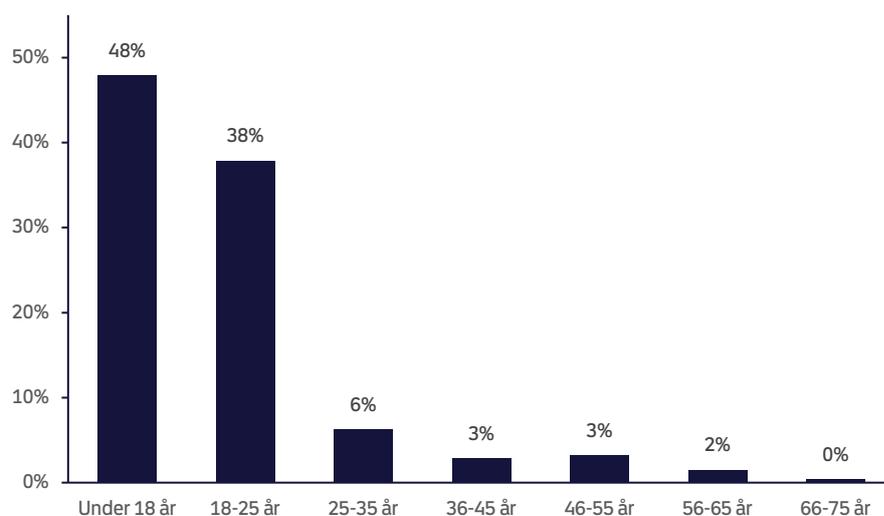
The players are asked how much they approximately spend per month on gambling and there is a great difference between sexes. On average, men spend just under DKK 16,000 which is twice as much as women, who spend about DKK 7,500 per month.

Nevertheless, women spend more time on gambling than men. According to data from StopSpillet, women spend 28 hours a week on average, while men spend 21 hours.

Many compulsive gamblers started gambling at a young age

During the conversation, the advisers also ask when the player had his gambling debut. In about 530 conversations, the age of first gambling was stated by either the player or a relative. About 250 players out of the 530 stated that they had gambled before they turned 18 years old, and 200 of the players started gambling when they were between 18-25 years old. This means that 86 % of the players debuted before they turned 25, *cf. figure 2*.

Figure 1. Age of first gambling by age group



Source: the Danish Gambling Authority.

Studies show that the younger a player is when he firsts starts gambling, the bigger the risk of developing a gambling addiction. Data from the helpline thereby confirms this correlation, since the people StopSpillet are in contact with or hear about begin gambling at a very young age.

Players have problems with both online games and land-based games

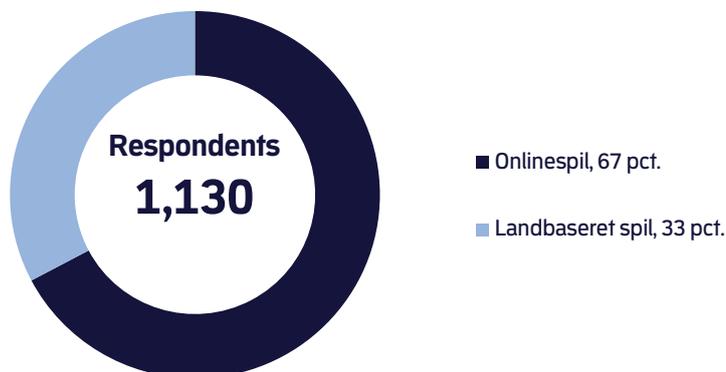
The Danish Gambling Authority also ask which games are the players primary problem games. Figures show that 67 % state that online games are their primary problem games. The remaining 33 % say that their problem gambling comes from land-based games e.g. betting in kiosks, gaming machines and land-based casinos, *cf. figure 3*.

86%

Players who started gambling at a young age

Out of 530 players with gambling problems, 450 of them started gambling before they turned 25 years old. This equals 86 % of the players.

Figure 3. Players' problem games



Source: the Danish Gambling Authority.

A call takes 25 minutes

When you call StopSpillet, there is no time limit on the call. The conversation lasts for as long as needed and a call takes about 25 minutes on average. This applies to both players and relatives. 47 % of the calls are made on Mondays and Tuesdays.

Players can voluntarily self-exclude from gambling

In addition to StopSpillet, the Danish Gambling Authority also operates the Register of self-excluded players (ROFUS), where Danes can self-exclude from all online gambling activities and land-based casinos either temporarily or permanently. On 1 November 2020 there were about 25,000 players registered with ROFUS. StopSpillet also inform callers of the register if it is relevant for the conversation.

The Danish Gambling Authority work to ensure a fair and well-regulated gambling market in Denmark so that gambling takes place responsibly. Among other things, this entails to monitor and analyse the developments in the market to spot new trends and new challenges.