

## How can I stop remote gambling?

There are a few strategies you can consider to help you make accessing remote gambling more difficult, but keep in mind that physical barriers may only be part of the solution. It may be necessary to explore the reasons behind why your gambling became a problem in the first place.

### Things you can do:

- Consider downloading software that will block or manage your access to gambling sites like Gamblock ([www.gamblock.com](http://www.gamblock.com)).
- Move your computer into a communal area in the home where you are in view of others.
- Ask your mobile phone or interactive TV provider to limit or block your access to gambling services.
- Consider self-exclusion.

**GamCare** provides a confidential HelpLine throughout the UK and a range of help online. These services provide emotional support, advice, information and referral for people experiencing problems with their gambling and family and friends affected by gambling.

**GamCare** counselling provides a safe, confidential way for you to talk about your situation. Contact the **GamCare HelpLine** for details of counselling and other support services available in your area. In addition [www.gamcare.org.uk](http://www.gamcare.org.uk) offers regular chatrooms, live website support on NetLine - our interactive HelpLine, and facilitates peer to peer support via the forum.

The HelpLine is open 7 days a week, 8am-midnight.  
**0845 6000 133**  
[www.gamcare.org.uk](http://www.gamcare.org.uk)

#### **Gam-Anon**

Support for friends and families affected by gambling.  
**08700 50 88 80**  
[www.gamanon.org.uk](http://www.gamanon.org.uk)

#### **Gamblers Anonymous**

A support fellowship for problem gamblers.  
**020 7384 3040**  
[www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

#### **Gordon Moody Association**

A residential treatment centre for problem gamblers.  
**01384 241292**  
[www.gordonhouse.org.uk](http://www.gordonhouse.org.uk)

#### **Citizens Advice**

Free, independent and confidential advice and information.  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

#### **National Debtline**

Free, independent and confidential advice on money and debt problems.  
**0808 808 4000**  
[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

#### **Parentline Plus**

Support and information for parents.  
**0808 800 2222**  
[www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

#### **Relate**

Relationship counselling and advice to couples and individuals.  
**08451 30 40 16**  
[www.relate.org.uk](http://www.relate.org.uk)

#### **Samaritans**

Confidential, emotional support for anyone in a crisis.  
**08457 90 90 90**  
[www.samaritans.org.uk](http://www.samaritans.org.uk)

#### **Youth Access**

Information on local counselling services for children and young people.  
**020 8772 9900**  
[www.youthaccess.org.uk](http://www.youthaccess.org.uk)



GAMCARE

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# Remote gambling

A guide to help and preventing access



**HelpLine:**  
**0845 6000 133**  
[www.gamcare.org.uk](http://www.gamcare.org.uk)



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# Is remote gambling getting in the way of the life you want to live?

Remote gambling refers to any form of gambling accessed either through the internet, using a mobile telephone or wireless handset or through interactive television. Whilst still new compared to traditional ways of accessing gambling, we know that remote gambling has just as much potential to cause problems and that the 24/7 nature of its availability may cause further difficulty.

People who have contacted GamCare, who are suffering through a remote gambling problem, often reflect on the following:

- Loss of a sense of reality regarding time and money spent gambling
- The speed at which they have lost money and the ability to chase losses immediately
- Difficulty in avoiding access and exposure to remote gambling opportunities
- That they didn't fully understand how gambling remotely worked or were overwhelmed by the speed

0845 6000 133  
www.gamcare.org.uk

**“The problem for me was that I started so well. I was winning to start with and thought I was a pro. Then I started to lose and got scared... I was chasing my losses... I really enjoyed it in the early days, always secretly believing that I could make money out of it on a long term basis. I am currently in debt and have to stop before it gets further out of control.”**

**Anonymous internet gambler**

**“I was winning to start with and thought I was a pro. Then I started to lose and got scared...”**

## **Self-exclusion**

Self-exclusion is a way of stopping access to specific gambling services and is offered by an increasing number of both remote and traditional gambling companies. If you wish to close your remote gambling account and do not want to have the opportunity to re-open it, you should contact the company either by email or telephone (which may get a quicker response) and ask to exclude yourself.

Be clear that you have a gambling problem and do not wish to carry on gambling. Self-exclusion is typically for a minimum period of 6 months, but request longer if you wish. You should not need to renew the exclusion when it expires, but be sure to check.

**A survey\* in 2000 of undergraduate students found that just over 22% of those who gambled suggested they did so “to make money”**

**“After a good conversation with an Advisor on the NetLine I have come away feeling positive, motivated and ready to stop gambling! I have been saying I need to do it for months, but never acted on it. I know it won't be easy, but this time I really feel I have the support I need.”**

**Anonymous NetLine caller**

Asking to be self-excluded is a big step and can be daunting. If you would like to talk with someone beforehand, contact the GamCare Helpline on **0845 6000 133** or visit [www.gamcare.org.uk](http://www.gamcare.org.uk) for support and advice.

## **Protecting Minors**

It is important that parents and guardians take steps to limit the likelihood that children will be able to access opportunities to gamble remotely. Not only is underage gambling illegal, but children are particularly at risk of developing a problem when they gamble.

Things you can do:

- Utilise parental controls on your home computer to restrict children's access to gambling-related websites
- Consider installing content 'filtering' software such as NetNanny ([www.netnanny.com](http://www.netnanny.com))
- If you have a gambling account, be sure to protect your passwords and do not leave the computer unattended whilst you are logged on
- Do not leave your credit and debit cards or pin numbers where a child may find them

If you are concerned your child may be gambling remotely, we recommend that you try and talk with them calmly and sensitively and that you try to understand their reasons for wanting to gamble. Keep in mind that the child may not be ready to talk or may be in denial of the problem. Contact GamCare if you would like support or advice in dealing with a child's gambling problem.

GamCare has a range of internet-based help services that may be useful to you. Sometimes, people who have been gambling remotely like to access help and support in a similar way – online. But that is not to say the services are just for remote gambling problems.

GamCare offers a confidential one-to-one help service, the NetLine, providing live information, support and crisis counselling from a trained advisor.

GamCare also runs a message forum and chat room for people who are suffering through their own or someone else's gambling problems to come together to share in advice and support. For more information or to access GamCare's online services, visit [www.gamcare.org.uk](http://www.gamcare.org.uk)

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\* (Neighbors, C., Lostuffer, T., Cronce, J., & Larimer, M. (2002). "Exploring college student gambling motivation." Journal of Gambling Studies. 18(4), 361-370.)