

***THE FUTURE OF PATHOLOGICAL GAMBLING?
HOW CAN RESPONSIBLE GAMBLING TOOLS HELP?***

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BRIEF OVERVIEW OF PRESENTATION

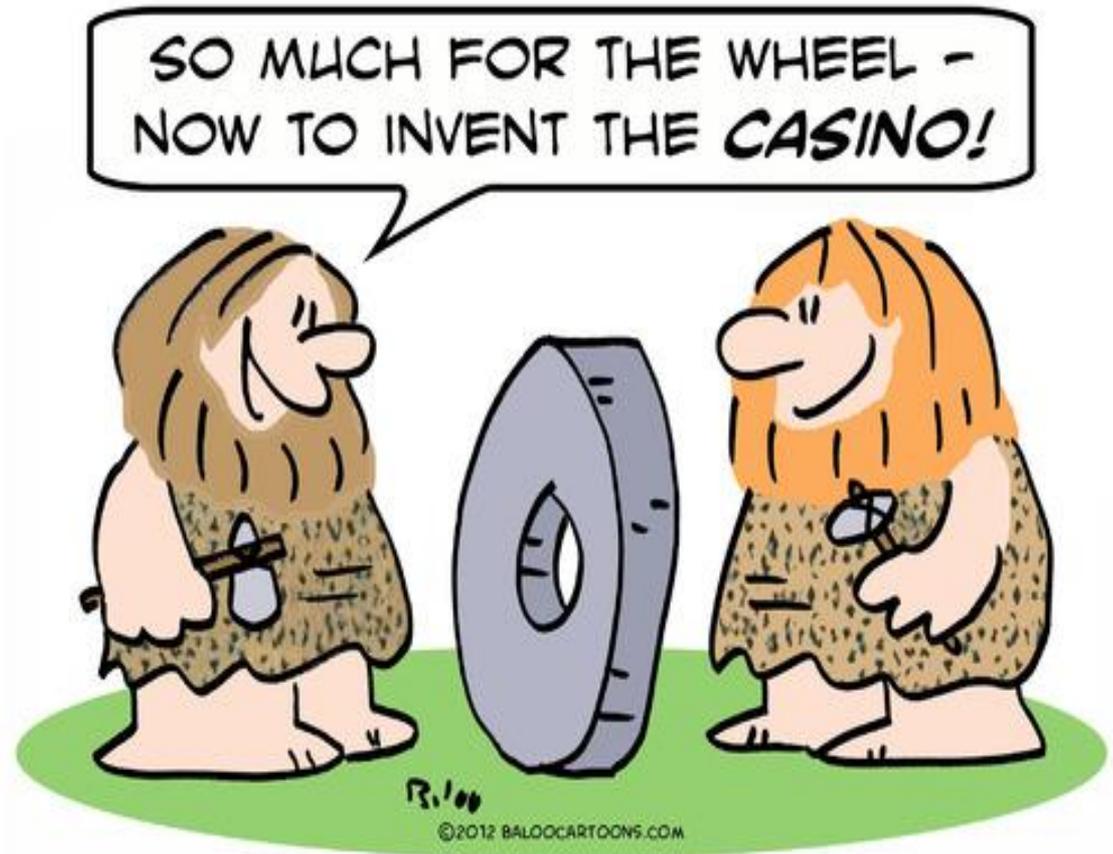
(a) Brief overview of types of player controls

(b) Brief critique of both advantages, disadvantages and major issues of concern regarding such initiatives



MAIN TYPES OF 'PLAYER CONTROLS'

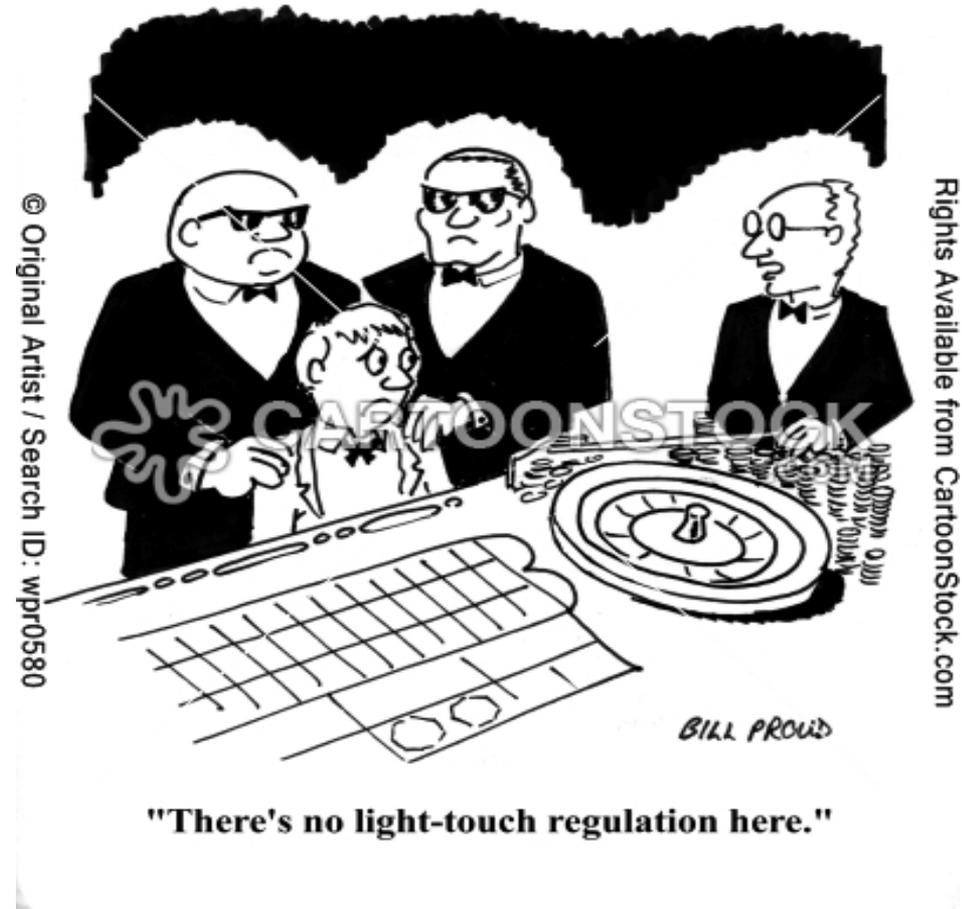
- Restriction initiatives
- Involuntary exclusions
- Self-exclusions
- Third party exclusions
- Limit setting initiatives
- Other industry initiatives



RESTRICTION INITIATIVES

(Wood, Shorter & Griffiths, 2014; Williams, West & Simpson, 2012)

- These initiatives basically focus upon prohibiting certain groups of people – often vulnerable individuals
- Prohibition of minors
- Prohibition of the intoxicated
- Prohibition of local residents
- Prohibition of lower socio-economic classes
- Prohibition of problem gamblers



LIMIT SETTING INITIATIVES

(Wood & Griffiths, 2010; Auer & Griffiths, 2013)

- Facilities allowing gamblers to set limits on their spending are becoming increasingly more common (online, EGMs).
- **Deposit limits** – Maximum amount of money that a player can deposit into their play account at any given time. Winnings can either be included or excluded from this figure.
- **Play limits** – Maximum amount of money that a player can actually play with at any given time. As with deposit limits, winnings can either be included or excluded from this figure.
- **Loss limits** – Maximum amount of money that a player is allowed to lose at any one session.
- **Bet limits** – Maximum amount of money that can be bet on a single game, or on concurrent games.

MAIN LIMIT SETTING ISSUES

- There is much debate about whether:
 - Pre-commitment (in general) is effective
 - Limit setting should be mandatory or voluntary
 - Limits should be player-defined or operator-defined
 - Limits are effective for particular groups (problem gamblers, at-risk gamblers)
 - Mandatory limit setting leads to unrealistic or unhelpful limit setting



WHAT DO PLAYERS THINK ABOUT RG TOOLS?

- Some studies have collected empirical data regarding what online gamblers think about behavioural tracking SR tools
- Griffiths, Wood and Parke (2009) surveyed 2,438 online gamblers (all customers of *Svenska Spel*)
- A quarter of the players (n=570) were *PlayScan* users. Our results showed that:



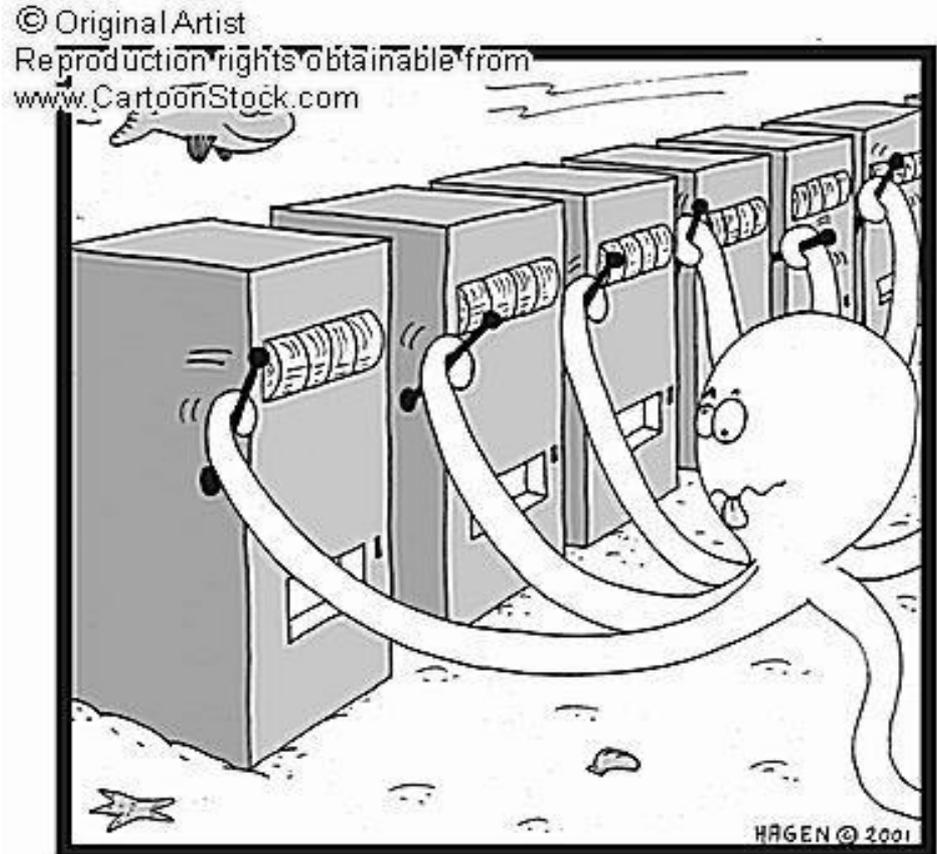
Ratings of useful features of *PlayScan* as rated by respondents

<i>PlayScan</i> feature	Completely useless	Quite useless	Don't know	Quite useful	Very useful
To view my current gambling profile (e.g., green, yellow, red)	12.8%	12.7%	25.5%	37.8%	11.2%
Getting information on future predicted gambling profile	13.7%	16.1%	34.4%	27.4%	8.4%
Setting a spending limit	8.2%	10.5%	11.2%	33.2%	36.8%
Performing a self-test of my gambling behaviour	11.8%	12.6%	29.3%	32.3%	14%
Self-excluding myself for a specific period of time	16.7%	15.1%	26%	24.6%	17.7%
Getting information about support for gambling issues	17.4%	11.8%	31.2%	24%	15.6%

- Respondents were also asked which features of *PlayScan* (if any) they had used.
- Over half (56%) had used spending limits, 40% had taken a self-diagnostic problem gambling test, 17% had used a self-exclusion feature, and 0.4% had contacted a gambling helpline.
- They were asked about which particular self-exclusion features were the most useful to them personally.
- The most useful self-exclusion feature was the 7-day self-exclusion rated as ‘quite/very useful’ by just under half of respondents (46%).
- This was followed by 1-month self-exclusion (24%), 24-hour self-exclusion (24%), and permanent self-exclusion (16%).

OTHER INDUSTRY INITIATIVES THAT MAY HELP PLAYER STAY IN CONTROL

- Mandatory breaks in play
- 'Panic buttons' (online gambling, EGMs)
- Mandatory player cards (Norway, Sweden)
- Mandatory pop-ups
- No ATMs on gaming floor/No wallet reload online
- No (free) alcohol while gambling



Compulsive gambling

CONCLUSIONS

- Player controls have the potential to be effective tools for problem gamblers
- Existing initiatives on play control are a step in the right direction but there is room for improvement
- There is great variability in responsible gambling philosophy relating to play controls across worldwide jurisdictions
- More (and better) research and evaluation is needed into play control initiatives

