

Founded in May 2000, the National Responsible Gambling Programme is an internationally unique public/private sector partnership of gambling regulators and industry in South Africa. It is the only programme of its sort in Africa.

## National Quarterly Report For The Period October – December 2007

Winners know when to stop



NATIONAL  
**Responsible  
Gambling**  
PROGRAMME

Toll-free helpline 0800 006 008

SOUTH AFRICAN  
**SARGT**  
RESPONSIBLE GAMBLING TRUST

  
National Centre for  
the Study of Gambling

  
National  
Gambling Board  
of South Africa

## 1. EXECUTIVE SUMMARY

In the past quarter, much attention was given to responsible gambling training for casino employees; a total of 524 people have received responsible gambling training during the period under review, including 194 Gold Reef City Casino employees and 114 Gold Circle employees who will work at the J & B Met.

A new service, budget sense, delivered by Money Sense, will be introduced in early 2008. This online service assists clients with the structuring of personal budgets,

As part of our educational activities, a number of projects were undertaken for the Gauteng Gambling Board and the Gauteng Department of Economic Empowerment. Importantly, presentations were held at six schools reaching about 3 195 learners, and another two schools were visited reaching 775 learners. A significant innovation has been the introduction of an attendance certificate that learners can include in their individual school portfolios, meeting the request for such documentation by the teachers.

In addition, NRGP facilitators made contact with approximately 28 836 beneficiaries at 85 AllPay outlets in the province.

A highlight of the quarter under review was the Africa Quill Award won by Corporate Image for its work on behalf of the NRGP. Sponsored by the International Association of Business Communicators (IABC), the award recognized all aspects of internal and external communications undertaken on behalf of the NRGP, particularly the public awareness campaign that uses a variety of communications techniques, channels and formats, within budget constraints, to convey its message of combating the behavioural problems with gambling to diverse audiences in a multicultural and multilingual society.

The treatment division experienced a quiet quarter, with a review of treatment statistics of the period revealing no significant changes or trends: problem gambling referrals were down by approximately 20% in December, a figure which may well be over-corrected in January. Requests for information regarding problem gambling increased proportionately, while family counselling services remained constant at approximately 30 referrals per month. The distribution of problem gamblers on a provincial basis remains constant despite the introduction of LPM industries in three provinces. This may confirm the notion that the LPM industry does not significantly contribute to problem gambling.

The demographic profile of the problem gambler referrals has remained much the same, with a surprising 10% of problem gambling referrals self-identified as unemployed. 25% of callers had already applied for a self-exclusion, 10% admitted to criminality and nearly 40% were significantly depressed by the time they called the counselling line. 10% had previously been treated and 10% also admitted to either an alcohol or co-existing substance abuse problem. 2% identified internet gambling as the cause of the problem as did 2% identify LPM's as their major gambling activity.

On the research front, members of the team made presentations on its projects to the annual Conference on Gambling and Addiction, sponsored by the Institute for Research on Pathological Gambling and Related Disorders, in Las Vegas, and organized a one-week workshop at the University of Alabama to design the 2008-2009 National Prevalence Study on Gambling Behaviour in South Africa. Professor Don Ross also introduced the NRGP-funded research programme at the annual meeting of the Southern Economics Association in New Orleans.



## 2. PREVENTION

In both Gauteng and the Western Cape, the seasonal advertising campaign appeared in the local press and on community radio stations during October. NRGP facilitators participated in corporate wellness days in these provinces and also participated at the 50+ Expo show for the aged in Pretoria, where they interacted with almost 500 people during the three days of event.

In the Western Cape, we took part in a corporate wellness day for staff attached to the Department of Correctional Services at the Malmesbury and Goodwood prisons.

As part of our educational activities, a number of projects were undertaken for the Gauteng Gambling Board and the Gauteng Department of Economic Empowerment. Importantly, presentations were held at six schools reaching about 3 195 learners, and another two schools were visited reaching 775 learners. A significant innovation has been the introduction of an attendance certificate that learners can include in their individual school portfolios, meeting the request for such documentation by the teachers.

In addition, NRGP facilitators made contact with approximately 28 836 beneficiaries at 85 AllPay outlets in the province.



## Training

### Casino training

Date	Casino	Number of delegates
2 Oct 07	Monte Casino	23
3 Oct 07	Gold Reef City Casino	4
5 Oct 07	Gold Reef City Casino	2
8 Oct 07	Emperors Casino	21
10 Oct 07	Gold Reef City Casino	13
11 Oct 07	Mykonos Casino	21
17 Oct 07	Gold Reef City Casino	37
19 Oct 07	Gold Reef City Casino	7
26 Oct 07	Gold Reef City Casino	15
29 Oct 07	Emperors casino	18
31 Oct 07	Gold Reef City Casino	8
6 Nov 07	Gold Reef City Casino	11
9 Nov 07	Gold Reef City Casino	7
13 Nov 07	Gold Reef City Casino	4
16 Nov 07	Gold Reef City Casino	5
20 Nov 07	Gold Reef City Casino	1
22 Nov 07	Mykonos casino	26
23 Nov 07	Gold Reef City Casino	2
27 Nov 07	Gold Reef City Casino	3
30 Nov 07	Gold Reef City Casino	3
1 Dec 07	Tusk Rio Casino	23
2 Dec 07	Tusk Rio Casino	15
3 Dec 07	Queenstown Casino	17
4 Dec 07	Queenstown Casino	14
5 Dec 07	Queenstown Casino	28
		<b>328</b>

**A total of 122 employees from Gold reef City casino attended the NRGP basic course. Gold Reef City casino has been wonderfully proactive in their support of the NRGP and undertook to schedule weekly training sessions until all casino employees have attended responsible gambling training.**

### Horse Racing

Gold Circle enlisted the NRGP's services to train the new employees who will work at the J & B Met.

Date	Operator	Number of delegates
31 Oct 07	Gold Circle WC	37
14 Nov 07	Gold Circle WC	26
28 Nov 07	Gold Circle WC	27
5 Dec 07	Gold Circle WC	8
19 Dec 07	Gold Circle WC	16
		<b>114</b>

### NRGP Advanced Workshop

The NRGp advanced workshop was facilitated with 72 managers from Gold Reef City Casino. The purpose of this workshop is to equip the floor manager with the necessary skills to manage problematic punters using the basic principles of Motivational Interviewing. This highly effective technique has been tried and test internationally in a variety of behaviour change contexts. It is utilized successfully in Europe and America in the gambling environment. The workshop focuses on:

- **How minimize resistance in problematic punters**
- **How to intervene when a problematic punter displays the warning signs of pathological gambling**
- **How to assess punter’s readiness to change and refer the problem gambler to the NRGp counselling line.**

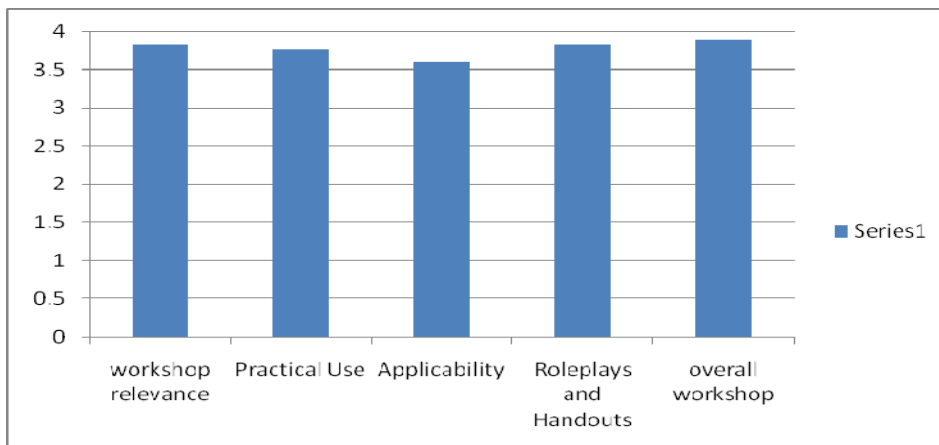
Date	Operator	Number of delegates
30 Oct 07	Gold Reef City Casino	9
7 Nov 07	Gold Reef City Casino	12
8 Nov 07	Gold Reef City Casino	15
21 Nov 07	Gold Reef City Casino	15
22 Nov 07	Gold Reef City Casino	12
5 Dec 07	Gold Reef City Casino	9

**The total number of employees and managers who have attended responsible gambling training to 194.**

The purpose of the NRGp advanced workshop is to equip floor managers and supervisors with the necessary skills to manage problematic punters using the basic principles of Motivational Interviewing.

Participants were asked to rate the workshop in terms of relevance to their current position at the casino; it’s practically usefulness; applicability in terms of managing a problematic punter; the meaningfulness of roll plays etc; as well as an overall rating for the full day workshop.

The following table shows their responses on a scale of 1- 4; 1 being poor, 2 satisfactory, 3 good and 4 excellent



#### Regulators

Loren Human and Dr Meyer facilitated a presentation on the nature and function of the NRGP with the board members from the Kwa- Zulu Natal Gambling Board during October 2007.

**A total of 524 people have received responsible gambling training during the period under review.**

#### Debt Counselling

A new service, budget sense, will be introduced by money sense in early 2008. Over the years money sense has built up information on the spending patterns of individuals. Money sense has also received many requests from clients to assist with the structuring of a budget.

The information on spending patterns has enabled money sense to develop a service where the client informs us how much they earn as well as demographic information like age, marital status, number of dependents and tax paid. Budget sense produces information of the average spending, a recommended budget for a person with that demographics and the ability to add/build their own budget in relation to the information provided. This is an online service with instant results.

The member will be encouraged to do a comprehensive money sense budget once they have set their own budget on budget sense.



## **Projects undertaken for the Gauteng Gambling Board and the Gauteng Provincial Government's Department of Economic Empowerment**

### **OVERVIEW**

During the period under review:

- the seasonal advertising campaign appeared in the local press and on community radio stations during October
- presentations were held at six schools reaching about 3 195 learners, and another two schools were visited reaching 775 learners (incomplete blocks)
- NRGP facilitators were exposed to some 28 836 beneficiaries at 85 AllPay outlets
- production on new collateral was completed – school attendance certificates, bookmarks and bookmark holders
- NRGP facilitators presided at a corporate wellness day
- Gauteng employees continued to make good use of the Money Sense debt and financial management programme

### **SCHOOLS**

The visiting schedule was limited to 3 195 learners at six schools during the last term due to revision and end of year examinations. This brought the total to 18 510 learners at 33 schools.

Although the last block is not complete yet, another 775 learners at two schools (AB Phokompe Secondary School – which has been counted and listed before – and Boikgethelo Secondary School) were treated to eight presentations during October (the job is billed in blocks of 32 presentations completed).

The main focus during 2008 will be to reinstate the cancellations that occurred during the public service strike last June, so as to reach the target of 25 000 for the financial year

An attendance certificate that learners can include in their individual school portfolios has been printed – meeting the request for such documentation by the teachers.



NO. OF SCHOOLS (running total)	NAME OF SCHOOL	NO OF PRESENTATIONS	GRADE/NO. LEARNERS					TOTAL LEARNERS
			8	9	10	11	12	
27	<b>BROUGHT FORWARD: TOTALLING FOR YEAR TO DATE ENDING SEPTEMBER 2007</b>		1 619	3 256	5 769	4 058	613	15 315
	<b>OCT TO DEC 2007</b>							
27	Morris Isaacson High	3			292			292
28	Saulridge High School	6			357	239		596
29	Moletsane Secondary School	4			366			366
30	Selelekela Secondary School	7			315	298		613
31	Orlando High School	2			103	104		207
32	Koinonia Bible Church	2			80		70	150
33	AB Phokompe Secondary School	8	308	297	366			971
	<b>Sub-totalling to end October 2007</b>	32	308	297	1879	641	70	3195
33	AB Phokompe Secondary School (incomplete)	4						326
34	Boikgethelo Secondary School (incomplete)	4						449
	<b>SUMMARY FOR THE YEAR (excluding incomplete blocks)</b>							
7	<b>Sub-total May to July 2007</b>	32	0	618	1 114	909	274	2 915
14	<b>Sub-total Aug/Sept 2007</b>	32	352	608	1 273	654	107	2 994
21	<b>Sub-total Aug 2007 (Mamelodi roadshow)</b>	32	457	1 361	1 285	1 389	66	4 558
27	<b>Sub-total Aug 2007 (Soshanguve roadshow)</b>	32	810	669	2 097	1 106	166	4 848
27	<b>Sub-total for year to date to end September</b>		1 619	3 256	5 769	4058	613	15 315
6	<b>Sub-total for Oct to Dec</b>	32	308	297	1 879	641	70	3 195
33	<b>Totals for the year to end December 2007 (completed blocks)</b>		1 927	3 553	7 648	4 699	683	18 510
34	<b>Totals (incomplete blocks) still to be added</b>	40						19 285



## ALLPAY PROJECT

Visits were paid to 85 pay stations from October to December, reaching an estimated 28 836 people.

- 24 paypoints were visited during October, reaching 7 665 people
- 24 paypoints were visited during November, reaching 7 970 people
- 37 paypoints were visited during December, reaching 13 201 people

#	OCTOBER	ALLPAY STATIONS	INTERACTIONS
1	Tuesday 02 Oct 07	740105 - Saulville Mlambo Hall	275
2	Wednesday 03 Oct 07	700104 - Alexandra - San Khopana	275
3	Wednesday 03 Oct 07	730104 - Tokoza Hall	365
4	Thursday 04 Oct 07	700102 – Diepkloof, Soweto	250
5	Thursday 04 Oct 07	780504 - Tsakane Community Hall	375
6	Thursday 04 Oct 07	780101 - Kwa-Thema Hall - H.H. Ngakane	400
7	Thursday 04 Oct 07	790110 - Stanza Bopape, Mamelodi East	365
8	Friday 05 Oct 07	700123 - Jabavu Administration Off - Iphelacheng	265
9	Friday 05 Oct 07	740103 - Mamelodi East Community H, Mamelodi	290
10	Monday 08 Oct 07	700120 - Pimville Library Hall, Soweto	400
11	Tuesday 09 Oct 07	740102 - Mamelodi West Community H, Mamelodi	260
12	Tuesday 09 Oct 07	760103 - Duduza Hall	275
13	Tuesday 09 Oct 07	700130 - Orange Farm Chris Hani	365
14	Wednesday 10 Oct 07	700518 - Don Mateman Civic Hall, Eldorado Park	200
15	Thursday 11 Oct 07	700119 - Chiawelo Administration O, Soweto	325
16	Thursday 11 Oct 07	750504 - Stompies Skosana Comm Cen, Etwatwa	380
17	Friday 12 Oct 07	750102 - Victor Ndlazilwane, Daveyton	440
18	Friday 12 Oct 07	700122 - Orlando West Administrati, Soweto	285
19	Monday 15 Oct 07	720107 - Sharpville/Sebokeng, Sharpeville	375
20	Monday 15 Oct 07	740113 – Falala, Soshanguwe	300
21	Monday 15 Oct 07	700128 - Ivory Park	325
22	Wednesday 16 Oct 07	710109 - Kagiso 1	275
23	Tuesday 16 Oct 07	740106 - Halala Hall, Soshanguwe	300
24	Wednesday 17 Oct 07	710506 - Roodepoort City Hall	300
			<b>7665</b>

#	NOVEMBER	ALLPAY STATIONS	INTERACTIONS
1	Wednesday 31 Oct 07	730102 - Rabasotho	360
2	Thursday 01 Nov 07	740104 - Atteridgeville Community	290
3	Thursday 01 Nov 07	700519 - Lenasia Civic Centre	295
4	Thursday 01 Nov 07	700104 - Alexandra - San Khopana	475
5	Friday 02 Nov 07	730112 - Kopanong Hall	465
6	Monday 05 Nov 07	740105 - Saulville Mlambo Hall	260
7	Monday 05 Nov 07	710120 - Doornkop	460
8	Monday 05 Nov 07	720113 - Evaton / Residentia / Sebokeng	225
9	Wednesday 07 Nov 07	740102 - Mamelodi West Community Hall	305
10	Wednesday 07 Nov 07	730111 - Lethabong Hall	525
11	Thursday 08 Nov 07	740103 - Mamelodi East Community Hall	425
12	Friday 09 Nov 07	720111 - Sebokeng - Mpho Sipiwe	265
13	Friday 09 Nov 07	700121 - Orlando Communal Hall, Soweto	245
14	Friday 09 Nov 07	730105 - Vosloorus Civic Centre	495
15	Monday 12 Nov 07	700520 - Civic Centre - Ennerdale	335
16	Monday 12 Nov 07	770104 - Bekkersdal	325
17	Tuesday 13 Nov 07	760101 - Ratanda Community Hall	275
18	Wednesday 14 Nov 07	730103 - D H Williams Hall, Katlehong	290
19	Wednesday 14 Nov 07	700124 - Mofolo/Makhaya Hall, Soweto	350
20	Thursday 15 Nov 07	700118 - Senoane/Phiri Community Hall	450
21	Friday 16 Nov 07	700125 - Zola/3700 Bendele Rd	260
22	Friday 16 Nov 07	740113 - Falala, Soshanguwe	425
23	Monday 19 Nov 07	740106 - Halala Hall, Soshanguwe	280
24	Monday 19 Nov 07	700117 - Naledi Hall, Soweto	250
			<b>7970</b>

#	NOV / DECEMBER 2007	ALLPAY STATIONS	# INTERACTIONS
1	Tuesday 27 Nov 07	720104 - Bophelong Community Hall	503
2	Tuesday 27 Nov 07	700123 - Jabavu Administration Off - Iphelacheng	298
3	Tuesday 27 Nov 07	780504 - Tsakane Community Hall	319
4	Tuesday 27 Nov 07	740104 - Atteridgeville Community	349
5	Wednesday 28 Nov 07	730107 - Zonkezizwe Community Hall, Katlehong	329
6	Wednesday 28 Nov 07	700519 - Lenasia Civic Centre	308
7	Wednesday 28 Nov 07	730104 - Tokoza Hall	237
8	Wednesday 28 Nov 07	740105 - Saulville Mlambo Hall	340
9	Thursday 29 Nov 07	710120 - Doornkop, Dobsonville	300
10	Thursday 29 Nov 07	700102 - Diepkloof	291
11	Thursday 29 Nov 07	730501 - Germiston Civic Centre	212
12	Thursday 29 Nov 07	790110 - Stanza Bopape, Mamelodi East	329
13	Friday 30 Nov 07	700104 - Alexandra - San Khopana, Alexandra	515
14	Friday 30 Nov 07	700518 - Don Mateman Civic Hall, Eldorado Park	371
15	Friday 30 Nov 07	710119 - Dobsonville	209
16	Friday 30 Nov 07	740103 - Mamelodi East Community H	352
17	Monday 03 Dec 07	700130 - Orange Farm Chris Hani	373
18	Monday 03 Dec 07	700124 - Mofolo/Makhaya Hall, Soweto	467
19	Monday 03 Dec 07	740102 - Mamelodi West Community H	352
20	Tuesday 04 Dec 07	780101 - Kwa-Thema Hall - H.H. Ngakane	480
21	Tuesday 04 Dec 07	730103 - D H Williams Hall, Katlehong	150
22	Wednesday 05 Dec 07	700119 - Chiawelo Administration O	357
23	Wednesday 05 Dec 07	720113 - Evaton / Residentia / Sebokeng	170
24	Thursday 06 Dec 07	700120 - Pimville Library Hall	282
25	Thursday 06 Dec 07	700122 - Orlando West Administration, Soweto	347
26	Thursday 06 Dec 07	740113 - Falala, Soshanguve	319
27	Friday 07 Dec 07	700117 - Naledi Hall, Soeto	494
28	Friday 07 Dec 07	700125 - Zola/3700 Bendele Rd, Soweto	217
29	Friday 07 Dec 07	740106 - Halala Hall, Soshanguve	294
30	Monday 10 Dec 07	750102 - Daveyton - Victor Ndlazilwane	803
31	Monday 10 Dec 07	700121 - Orlando Communal Hall	392
32	Monday 10 Dec 07	740113 - Falala, Soshanguve	304
33	Tuesday 11 Dec 07	700128 - Ivory Park	713
34	Tuesday 11 Dec 07	700103 - Meadowlands Hostell Hall, Soweto	415
35	Tuesday 11 Dec 07	720107 - Sharpville/Sebokeng	450
36	Tuesday 11 Dec 07	740106 - Halala Hall, Soshanguve	326
37	Wednesday 12 Dec 07	760101 - Ratanda Community Hall	234
			<b>13 201</b>

## COMMUNITY OUTREACH

In response to frequent requests, the NRGP participated in a corporate wellness day, where two NRGP-trained facilitators put on a display for NCP Chlorchem (Pty) Ltd in Kempton Park on November 30.

### *50+ Expo*

The NRGP once again participated in the 50+ Expo show for the aged from 2-4 October at the Pretoria showgrounds. The facilitators interacted with 400-500 people during the show.

## NEW COLLATERAL

A new bookmark has been printed and is being distributed via the Gauteng Provincial Library service to 140 libraries, including 30 prison libraries, mobile libraries and community libraries along with a colourful bookmark holder.

There is no longer a central distribution point for all libraries in Gauteng and each region (about 17 of them) now manages its own distribution. Contact is being made with these managers to ascertain the most efficient way of distributing the bookmarks.

## Projects undertaken with the Department of Social Services & Poverty Alleviation in the Western Cape

### OVERVIEW

Work continues on the following projects:

- the preventive seasonal advertising campaign appeared in the local press and on community radio stations during October
- the AllPay outreach work continues
- the new-look bookmark was distributed to provincial libraries
- the NRGP participated in a corporate wellness day for staff attached to the Department of Correctional Services at two prison premises

### ADVERTISING

The annual pre-festive season campaign was launched during October in the Cape Times, Die Burger (Wes), Cape Argus and Kaapse Son/Sun newspapers, and public service announcements over a period of two weeks on Cape Talk, Kfm Stereo, Heart 104 and Good Hope Fm radio stations.

## COMMUNITY OUTREACH INITIATIVES

### *AllPay*

The visits to the bigger paypoints in the metropolitan and country districts resumed during October, November and December. Altogether 87 paystations were visited, involving interaction with up to 26 068 beneficiaries.

- 25 paystations were visited during October, involving interaction with 8 035 beneficiaries
- 25 paystations were visited during November, involving interaction with 7 935 beneficiaries
- 43 paystations (36 in the Peninsula and seven in the Caledon area) were visited during December, involving interaction with 17 298 beneficiaries (14 371 plus 2 927 respectively)



#	Date	AllPay Station Name	# Interactions
1	Monday 1 October	Eastridge	475
2	Tuesday 2 October	Nyanga/KTC Zolani	450
3	Tuesday 2 October	Table View/Blouberg	155
4	Wednesday 3 October	Lentegeur	460
5	Wednesday 3 October	Retreat	525
6	Thursday 4 October	Bonteheuwel	365
7	Thursday 4 October	Lavistown	275
8	Friday 5 October	Plumstead	380
9	Monday 8 October	Hanover Park	445
10	Monday 8 October	Strand	125
11	Monday 8 October	Eersterivier/Blackheath	315
12	Tuesday 9 October	Delft	425
13	Tuesday 9 October	Ravensmead	190
14	Wednesday 10 October	Lavender Hill/Steenberg	275
15	Wednesday 10 October	Site C	285
16	Thursday 11 October	Surwell	175
17	Thursday 11 October	Gugulethu 1	365
18	Friday 12 October	Kasselsvlei	275
19	Monday 15 October	Ysterplaat	415
20	Monday 15 October	Crossroads	175
21	Tuesday 16 October	Harare	200
22	Tuesday 16 October	Resource Centre	425
23	Tuesday 16 October	New Crossroads	380
24	Wednesday 17 October	Cloetesville	105
25	Wednesday 17 October	Hout Bay	375
			<b>8 035</b>

#	Date	AllPay Station Name	# Interactions
1	Thursday 01 Nov	Nyanga / KTC Presbyterian	250
2	Friday 02 Nov	Gatesville	425
3	Friday 02 Nov	Wynberg/Glosderry/Kenilworth	405
4	Friday 02 Nov	Lotus River	200
5	Monday 05 Nov	Bonteheuwel	475
6	Monday 05 Nov	Athlone	435
7	Wednesday 07 Nov	Langa	430
8	Thursday 08 Nov	Parow/Parowvalley	230
9	Thursday 08 Nov	Wallacedene	450
10	Friday 09 Nov	Gugulethu 3	125
11	Friday 09 Nov	Belhar	540
12	Friday 09 Nov	Westridge	375
13	Monday 12 Nov	Woodstock	300
14	Monday 12 Nov	Cape Town	115
15	Tuesday 13 Nov	Lansdowne/Kenwyn	120
16	Wednesday 14 Nov	Caravelle	455
17	Wednesday 14 Nov	Milnerton	375
18	Wednesday 14 Nov	Maitland	105
19	Thursday 15 Nov	Delft	540
20	Thursday 15 Nov	Manenburg	400
21	Thursday 15 Nov	Site B (Lingelethu)	200
22	Friday 16 Nov	Resource Centre	440
23	Monday 19 Nov	Site 5	145
24	Tuesday 20 Nov	Gugulethu 1	325
25	Tuesday 20 Nov	Resource Centre	325
			<b>7 935</b>

#	Date - DECEMBER 2007	AllPay Stations: PENINSULA	# Interactions
1	Monday 03 Dec 07	Tafelsig	520
2	Monday 03 Dec 07	Table View/Blouberg	106
3	Monday 03 Dec 07	Bonteheuwel	415
4	Tuesday 04 Dec 07	Lavistown	290
5	Tuesday 04 Dec 07	Lentegeur	515
6	Wednesday 05 Dec 07	Beaconvalley	525
7	Wednesday 05 Dec 07	Nyanga/Ktc Presbetarian	84
8	Wednesday 05 Dec 07	Wynberg/Glosderry/Kenilworth	467
9	Thursday 06 Dec 07	Browns Farm	615
10	Thursday 06 Dec 07	Eastridge	530
11	Friday 07 Dec 07	Hanover Park	518
12	Friday 07 Dec 07	Plumstead	410
13	Monday 10 Dec 07	Grassy Park	405
14	Monday 10 Dec 07	Westridge	528
15	Monday 10 Dec 07	Belhar	495
16	Tuesday 11 Dec 07	Gugulethu 2	480
17	Tuesday 11 Dec 07	Langa	411
18	Tuesday 11 Dec 07	Lavenderhill/Steenberg	107
19	Tuesday 11 Dec 07	Wallacedene	570
20	Wednesday 12 Dec 07	Site C	338
21	Wednesday 12 Dec 07	Ravensmead	85
22	Wednesday 12 Dec 07	Gugulethu 1	430
23	Thursday 13 Dec 07	Maitland	355
24	Thursday 13 Dec 07	Caravelle	522
25	Thursday 13 Dec 07	Harare	144
26	Thursday 13 Dec 07	Resource Centre	620
27	Friday 14 Dec 07	Paarl	250
28	Friday 14 Dec 07	Kuilsrivier	160
29	Friday 14 Dec 07	Delft	630
30	Friday 14 Dec 07	Surwell	518
31	Tuesday 18 Dec 07	Mayanani	680
32	Tuesday 18 Dec 07	Stellenbosch	250
33	Tuesday 18 Dec 07	Resource Centre	625
34	Wednesday 19 Dec 07	Mfuleni	100
35	Wednesday 19 Dec 07	Macassar	586
36	Thursday 20 Dec 07	Muizenberg (8-11)	87
			<b>14 371</b>

#	Date: DECEMBER 2007	Allpay Stations: CALEDON	# Interactions
1	Wednesday 05 Dec 07	Hermanus	360
2	Wednesday 05 Dec 07	Zwelihle	135
3	Thursday 06 Dec 07	Villiersdorp	573
4	Tuesday 11 Dec 07	Stanford	256
5	Tuesday 11 Dec 07	Grabouw	940
6	Tuesday 18 Dec 07	Genadendal	313
7	Tuesday 18 Dec 07	Greyton	350
			<b>2 927</b>

#### *Corporate Wellness Days*

The NRGP was one of numerous health-related organisations invited to participate in an all-day corporate wellness day held by the Department of Correctional Services for their officials. There is the possibility of more prisons following suit as part of the DCS's managerial strategy.

These events took place in the respective mess halls at the Malmesbury Prison on 10 October and the Goodwood Prison in Edgemoed on 2 November.

One of the counselling line staff, Cerian Statham, assisted by an AllPay facilitator manned the display and handed out leaflets at the Goodwood event which was attended by between 150-200 staff, and it was a lively affair, including a fun run/walk, drumming and aerobics sessions and competitions with prizes. A number of people discussed gambling problems with the counsellor present, and the handouts (packs containing leaflets, comic books, pens and promotional items) were popular.

Three performances of the industrial theatre performance usually conducted at schools, which has been adapted for adult audiences, was performed with verve and vigour by the actors Marty Kintu and Kaashief Noorodien – and went down very well with the audience.

This is the third wellness day the NRGP has participated in during the past year in the Western Cape.

#### **PRINT ITEMS**

Stocks of the new bookmark were delivered to the Provincial Library Services depot in Cape Town for onward distribution to some 317 libraries, together with a colourfully printed bookmark holder. Judging by the response from Brooklyn Library, these bookmarks were snapped up almost as soon as they were put on display!

A reprint is pending subject to availability of funds and printers resuming work mid-January.

Translation of the comic book into colloquial isiXhosa and Afrikaans – to permit a limited printing if required/requested – is still pending.





## **SCHOOLS**

October heralded the start of the final school term with its attendant revision and examination schedule, following by summer holidays when schools broke up on November 30, so there was no interest from school teachers for appointments for visits. These will resume in the New Year.

The tally for the year to date thus remains 5 625 learners at 13 schools.

## **PUBLICATIONS**

### *NRGP News*

Another issue of the *NRGP News* newsletter was produced and distributed to stakeholders during December 2007.

### *Annual Report*

The 2006/7 annual report was produced and distributed to stakeholders during December 2007.

## **SPECIAL EVENTS**

### *Women's Day Conference*

The NRGPs senior telephone counsellor Euginia Budaza was invited to attend a Women's Day conference in KwaZulu-Natal on 31 August, 2007. She was among 28 other female invitees – all working in various spheres of the gambling industry. The idea was to allow delegates to celebrate their achievements as women in the gambling industry. All agreed that they had come a long way and wanted other women currently in junior positions to know that it was possible to attain a senior position in the regulatory community or the gambling industry.

### *Quill Awards*

At an awards ceremony held on October 9, 2007, Corporate Image won an Africa Quill Award in the category multi-audience communication, for its work on behalf of the National Responsible Gambling Programme (NRGP). The NRGPs campaign showcased the diverse strengths of Corporate Image – in communication, media liaison and management, marketing and business strategy, advocacy, lobbying and research.

The Africa Quill Awards are presented by the International Association of Business Communicators (IABC), and were reinstated in 2006 after a hiatus of several years. The Africa Quill Awards form part of the IABC Gold Quill Awards, the IABC's overarching awards, and the 10 African winners in 2007 go forward for consideration for a Gold Quill Award.

The purpose of the awards is to recognise excellence in business communication at both individual and company level. It was the first time that the IABC Africa Region had held a local awards competition as a lead-up to the International IABC Gold Quill Awards.

The winning entry dealt with all aspects of internal and external communications for the NRGPs, which is essentially a public awareness campaign that uses a variety of communications techniques, channels and formats, within budget constraints, to convey its message of combating the behavioural problems with gambling to diverse audiences in a multicultural and multilingual society.

What started out as a collection of in-house social responsibility programmes is today an integrated national initiative that is supported by both government and all sectors of the gambling industry, except the national lottery. In the process South Africa has pioneered the world's first coherent public/private sector partnership that integrates public education, training, research, telephone counselling and treatment activities to address problem gambling. It serves as a model internationally for many First World countries, as well as neighbours in Africa.



### 3. RESEARCH

In the final quarter of 2007 the following researchers participated in research activities supported by the NRGP:

- Professor Don Ross (Director), University of Cape Town & University of Alabama at Birmingham
- Professor David Spurrett, University of KwaZulu-Natal
- Professor Peter Collins, Executive Director NRGP, University of Salford
- Professor Harold Kincaid, University of Alabama at Birmingham
- Professor Graham Barr, University of Cape Town
- Professor Rudy Vuchinich, University of Alabama at Birmingham
- Professor Carla Sharp, Baylor College of Medicine (Texas)
- Dr. Martine Visser, University of Cape Town
- Mr. Jacques Rousseau, University of Cape Town
- Mr. Andrew Dellis, Postgraduate student, University of KwaZulu-Natal
- Mr. Ben Murrell, Postgraduate student, University of KwaZulu-Natal
- Mr. Andre Hofmeyr, Postgraduate student, University of Cape Town

Activities and outputs of the team were:

1. Continued conduct of experiments with gamblers in the Western Cape and KwaZulu-Natal on the relationship between problem gambling and impulsivity in choices among reward prospects. (Hofmeyr, Dellis, and team)
2. Presentation of results from the above study at the annual Conference on Gambling and Addiction, sponsored by the Institute for Research on Pathological Gambling and Related Disorders, Las Vegas, USA, November 11-13. (Hofmeyr, Ross & team)
3. One-week workshop held at the University of Alabama at Birmingham to design the 2008-2009 National Prevalence Study on Gambling Behaviour in South Africa. (Kincaid, Ross, Visser, Sharp, Vuchinich, Barr, Collins, Hofmeyr).
4. Continued conduct of experiments to design a brain-scanning task that will allow us to test the impact of education and reminders about true gambling odds on the brain activity of people while they gamble.
5. Presentation of NRGP-funded research at the Annual Meetings of the Southern Economics Association, New Orleans (Ross).

### 4. TREATMENT

Activities in this division of the NRGP have been quiet over the past quarter with the service consistently delivering both an efficient counselling help line service and an effective therapeutic treatment intervention to problem gamblers. There have been no major incidents that left the professionalism of the service in question.

The telephone counselling service has unfortunately seen the resignation of three of our counsellors, who have been accepted for Masters courses in psychology. While we wish them the best, we also feel that this reflects on the caliber of help line counsellors that we have employed in recent years. Most of our telephone counselling team now have an undergraduate qualification which enhances the quality of the service.



The software program that we had contracted to monitor our client referral process has proven to be inefficient. We will need to revise this software programme in order to design a more seamless fit with our treatment service.

The treatment network continues to grow with the deployment of counselling treatment professionals in all locations where there is a need. The service is constantly reviewing the delivery of its clinical and therapeutic products in an attempt to ensure that in the most comprehensive fashion, all that can be done to assist problem gamblers is in fact being done.

A review of the statistics of the past quarter reveals no significant changes or trends that attract any concern. Problem gambling referrals were down by approximately 20% in the month of December which may well over compensate in January. Requests for information regarding problem gambling increased proportionately, which suggests a group of people conscious and concerned about the problem. Counselling services for family members remains constant at approximately 30 referrals per month and calls unrelated to problem gambling including hoax calls, silent calls and wrong numbers managed to remain significantly elevated at nearly 7000 for the quarter. Of this 4000 calls were general enquiries around gambling and the gambling industry, not specifically related to problem gambling. This is a multi-faceted problem which has been discussed comprehensively in the past. Distribution of calls through the day remains much the same and the small number of calls between 08:00pm and 08:00am (approximately 15 per month) have raised the question of the necessity of an overnight office based help line counselor. The distribution of problem gamblers on a provincial basis remains constant despite the introduction of LPM industries in three provinces. This may confirm the notion that the LPM industry does not significantly contribute to problem gambling.

The demographic profile of the problem gambler referrals has also remained much the same with a surprising 10% of our problem gambling referrals self identified as unemployed. 25% of our callers had already applied for a self exclusion, 10% admitted to criminality and nearly 40% were significantly depressed by the time they called the counselling line. 10% had previously been treated and 10% also admitted to either an alcohol or co-existing substance abuse problem. 2% identified internet gambling as the cause of the problem as did 2% identify LPM's as their major gambling activity.

Information about the availability of the program largely comes from press coverage and media as well as collateral within gambling venues. This attests to the value of enhanced exposure of the service within various media.

Treatment statistics remain also constant with 80% of the referrals making the first appointment and 86% arriving for the first appointment. This rate attrition rate is acceptable in the context of a help line referral service. 131 patients completed the program successfully within the quarter which we feel reflects an acceptable outcome rate. Nevertheless we do plan to research the efficacy of the treatment program in the next year in order to upgrade the content of the program.

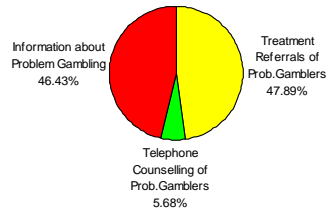


SA PROBLEM GAMBLING FOUNDATION - INDUSTRY  
BUDGET VS COSTS  
FOR THE 10 MONTHS ENDED 31/12/2007

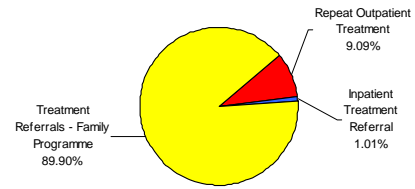
	BUDGET MAR 07 - FEB 08	ACTUAL COSTS MAR - FEB 08	BUDGET BALANCE
<b>RESEARCH</b>			
Fees for National & International Researchers	2,103,000	218,336	1,884,664
Management & Co-Ordination	96,000	80,000	16,000
<b><i>SUB-TOTAL RESEARCH</i></b>	<b>2,199,000</b>	<b>298,336</b>	<b>1,900,664</b>
<b>PREVENTION, PUBLIC AWARENESS &amp; PUBLIC EDUCATION</b>			
Collateral	300,000	142,678	157,322
Advertorials etc	2,529,184	2,157,965	371,219
Communications/Advocacy/Public Affairs	278,184	231,820	46,364
Management & Co-Ordination	139,200	116,000	23,200
<b><i>SUB-TOTAL PREVENTION, PUBLIC AWARENESS &amp; PUBLIC EDUCATION</i></b>	<b>3,246,568</b>	<b>2,648,463</b>	<b>598,105</b>
<b>TRAINING</b>			
Basic Training, Advanced & Video Training	320,000	276,344	43,656
Co-Ordination	180,000	166,665	13,335
<b><i>SUB-TOTAL FOR TRAINING</i></b>	<b>500,000</b>	<b>443,009</b>	<b>56,991</b>
<b>TREATMENT NETWORK &amp; HELPLINE</b>			
<b>Helpline:</b>			
Helpline Costs	917,300	854,079	63,221
<b>Treatment</b>			
Inpatient	120,000	126,045	(6,045)
Outpatient	1,700,000	1,449,320	250,680
Family Programme	160,000	105,020	54,980
Group Sessions	96,000	2,000	94,000
Debt Management	105,000	52,285	52,715
<b>Helpline and Treatment</b>			
Management	84,000	70,000	14,000
Recruitment, upskilling professionals and protocols	250,000	56,603	193,397
Professional Supervision	168,000	140,000	28,000
<b><i>SUB-TOTAL FOR COUNSELLING &amp; TREATMENT</i></b>	<b>3,600,300</b>	<b>2,855,351</b>	<b>744,949</b>
<b>NATIONAL SCHOOLS</b>	1,500,000	580,435	919,565
<b><i>SUB-TOTAL FOR NATIONAL SCHOOLS</i></b>	<b>1,500,000</b>	<b>580,435</b>	<b>919,565</b>
<b>CENTRAL MANAGEMENT</b>			
Management fees	372,000	313,973	58,027
Salaries	143,000	115,940	27,060
Administration costs	151,800	158,800	(7,000)
Rent	51,600	47,831	3,769
Sundries eg telephones, photocopying, stationery, entertainment etc	100,000	93,157	6,843
Secretarial assistance & support to Prof P Collins	84,000	161,934	(77,934)
International conferences	150,000	79,223	70,777
Travel	450,000	196,916	253,084
Evaluations	120,000	-	120,000
Other running costs eg bank charges, audit fees etc	150,000	81,575	68,425
Interest received	(50,000)	(139,225)	89,225
<b><i>SUB-TOTAL FOR CENTRAL MANAGEMENT</i></b>	<b>1,722,400</b>	<b>1,110,123</b>	<b>612,277</b>
<b>RESERVE</b>	3,775		3,775
<b>TOTAL BUDGET for year based on 0.1% of GGR</b>	<b>12,772,043</b>	<b>7,935,718</b>	<b>4,836,325</b>
Unspent portion of prior year budget	584,248	78,750	505,498
<b>TOTAL BUDGET</b>	<b>13,356,291</b>	<b>8,014,467</b>	<b>5,341,824</b>
Bookmakers shortfall	(155,063)	-	(155,063)
<b>TOTAL BUDGET AVAILABLE FOR EXPENDITURE</b>	<b>13,201,228</b>	<b>8,014,467</b>	<b>5,186,761</b>



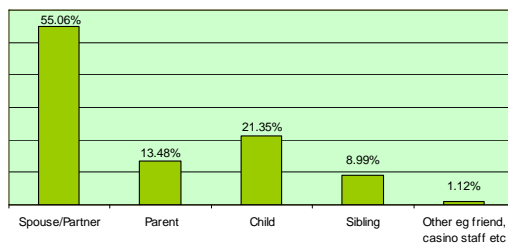
**PROBLEM GAMBLING CALLS**  
 for the quarter Oct 2007 - Dec 2007



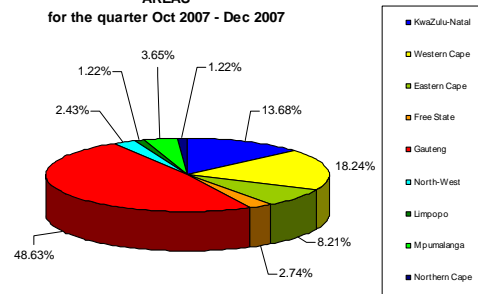
**OTHER PROBLEM GAMBLING REFERRALS**  
 for the quarter Oct 2007 - Dec 2007



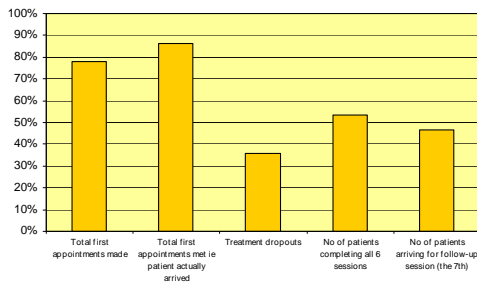
**TIME OF CALL**  
 for the quarter Oct 2007 - Dec 2007



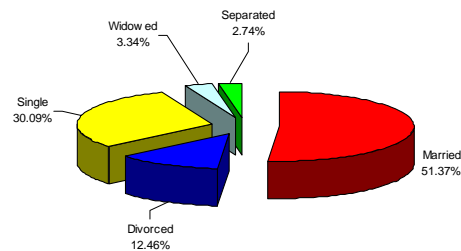
**AREAS**  
 for the quarter Oct 2007 - Dec 2007



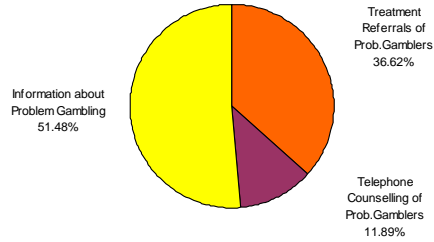
**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
 for the quarter Oct 2007 - Dec 2007



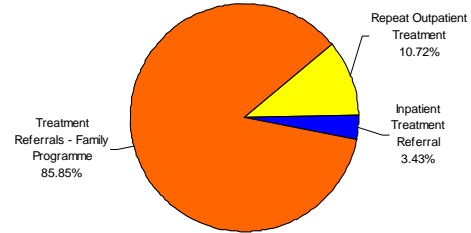
**MARITAL STATUS**  
 for the quarter Oct 2007 - Dec 2007



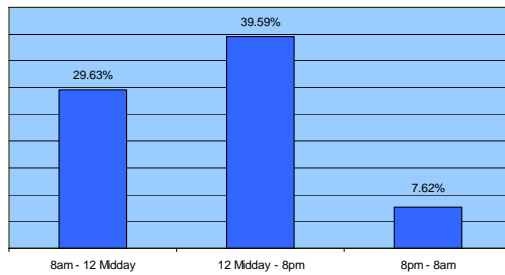
**PROBLEM GAMBLING CALLS**  
since inception to Dec 2007



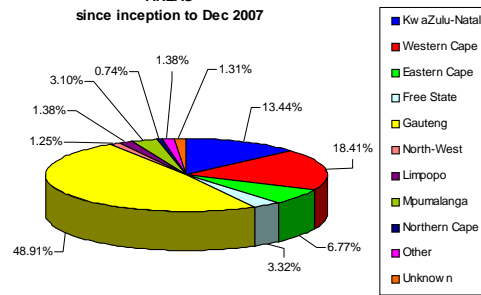
**OTHER PROBLEM GAMBLING REFERRALS**  
since inception to Dec 2007



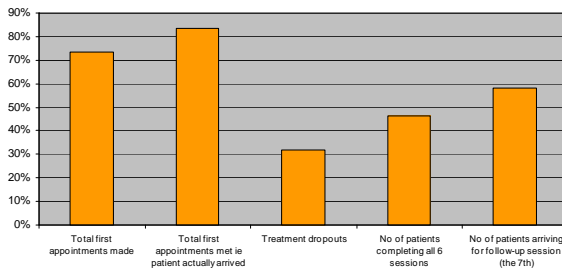
**TIME OF CALL**  
since inception to Dec 2007



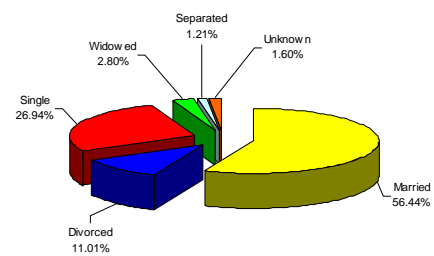
**AREAS**  
since inception to Dec 2007



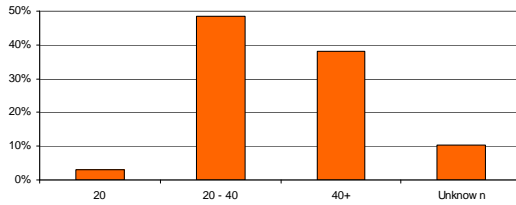
**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
since inception to Dec 2007



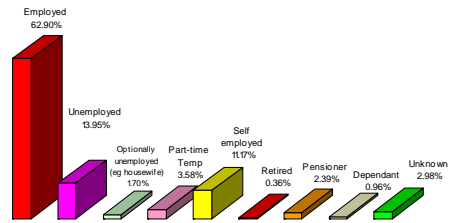
**MARITAL STATUS**  
since inception to Dec 2007



**AGE**  
since inception to Dec 2007

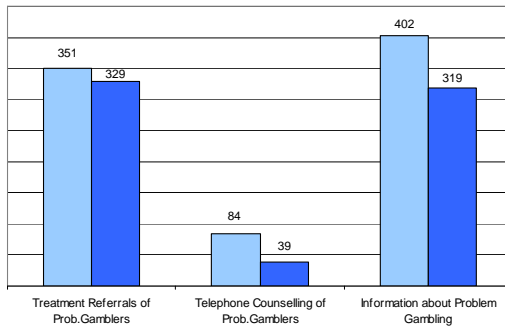


**EMPLOYMENT**  
since inception to Dec 2007

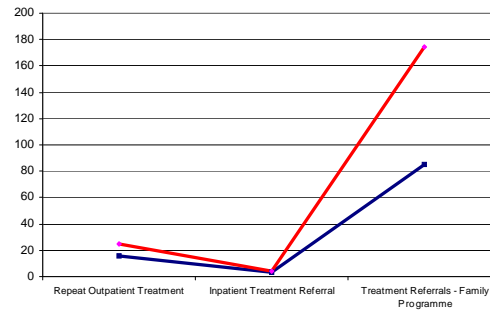


**PROBLEM GAMBLING CALLS**  
Comparison Oct - Dec 06 to Oct 07 - Dec 07

■ OCT 2006 - DEC 2006    ■ OCT 2007 - DEC 2007

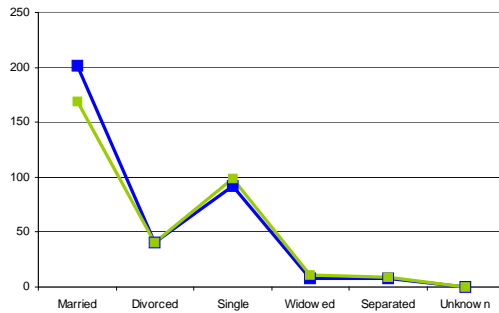


**OTHER PROBLEM GAMBLING REFERRALS**  
Comparison Oct - Dec 06 to Oct - Dec 07



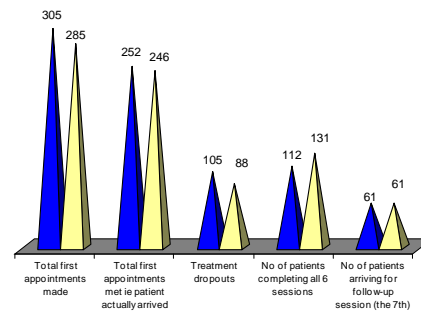
**MARITAL STATUS**  
Comparison Oct - Dec 06 to Oct - Dec 07

■ OCT 2006 - DEC 2006    ■ OCT 2007 - DEC 2007



**NATIONAL OUTPATIENT TREATMENT**  
Comparisons Oct - Dec 06 to Oct - Dec 07

■ OCT 2006 - DEC 2006    ■ OCT 2007 - DEC 2007



## NATIONAL RESPONSIBLE GAMBLING COUNSELLING STATISTICS

### COUNSELLING CALLS & REFERRALS:

#### PROB GAMBLING CALLS:

Treatment Referrals of Prob.Gamblers  
Telephone Counselling of Prob.Gamblers  
Information about Problem Gambling

FOR THE QUARTER OCT 2007 - DEC 2007		TOTAL OVER 91 MTH PERIOD	% of PROBLEM GAMBLING CALLS
329	47.89%	8,522	36.62%
39	5.68%	2,768	11.89%
319	46.43%	11,981	51.48%
<b>687</b>	<b>100.00%</b>	<b>23,271</b>	<b>100.00%</b>

#### OTHER PROB GAMBLING REFERRALS :

Repeat Outpatient Treatment  
Inpatient Treatment Referral  
Treatment Referrals - Family Programme

		TOTAL OVER 91 MTH PERIOD	% of <i>OTHER</i> PROBLEM GAMBLING CALLS
9	9.09%	191	10.72%
1	1.01%	61	3.43%
89	89.90%	1,529	85.85%
<b>99</b>	<b>100.00%</b>	<b>1,781</b>	<b>100.00%</b>

#### TOTAL NO OF PROB GAMBLING CALLS

#### OTHER CALLS:

General Enquiries  
Hoaxes  
Silent  
Wrong No's  
Problem Gambler info

		TOTAL OVER 91 MTH PERIOD	% of <i>TOTAL</i> CALLS
<b>786</b>	<b>10.27%</b>	25,052	<b>10.09%</b>
3913	51.12%	60,200	24.24%
1240	16.20%	70,913	28.55%
1336	17.45%	57,995	23.35%
379	4.95%	34,197	13.77%
0	0.00%	44	0.02%
<b>6868</b>	<b>89.73%</b>	<b>223,349</b>	<b>89.91%</b>

TOTAL NO OF CALLS TO COUNSELLING LINE

7654

248,401





**OTHER DATA**

**TIME OF CALL(PROBLEM GAMBLER):**

8am - 12 Midday  
12 Midday - 8pm  
8pm - 8am

FOR THE QUARTER OCT 2007 - DEC 2007		TOTAL OVER 91 MTH PERIOD	% of PROBLEM GAMBLING CALLS
111	33.74%	2,525	29.63%
169	51.37%	3,374	39.59%
48	14.59%	649	7.62%

**FAMILY PROGRAMME REFERRALS - RELATIONSHIP TO THE  
GAMBLER**

Spouse/Partner  
Parent  
Child  
Sibling  
Other eg friend, casino staff etc

FOR THE QUARTER OCT 2007 - DEC 2007		TOTAL OVER 91 MTH PERIOD	% of PROBLEM GAMBLING CALLS
49	55.06%	941	61.54%
12	13.48%	143	9.35%
19	21.35%	214	14.00%
8	8.99%	82	5.36%
1	1.12%	149	9.74%
<b>89</b>	<b>100.00%</b>	<b>1529</b>	<b>100.00%</b>

**FAMILY PROGRAMME REFERRALS - COUNSELLING  
PROGRAMME**

Counselling  
Intervention Planning

26	29.21%	790	51.67%
63	70.79%	739	48.33%
<b>89</b>	<b>100.00%</b>	<b>1529</b>	<b>100.00%</b>

**ANALYSIS OF PG REFERRALS:**

**AREA:**

KwaZulu-Natal  
Western Cape  
Eastern Cape  
Free State  
Gauteng  
North-West  
Limpopo  
Mpumalanga  
Northern Cape  
Lesotho  
Swaziland  
Namibia  
Botswana  
Other  
Unknown

FOR THE QUARTER OCT 2007 - DEC 2007		TOTAL OVER 91 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
45	13.68%	1,143	13.41%
60	18.24%	1,566	18.38%
27	8.21%	576	6.76%
9	2.74%	282	3.31%
160	48.63%	4,159	48.80%
8	2.43%	106	1.24%
4	1.22%	117	1.37%
12	3.65%	264	3.10%
4	1.22%	63	0.74%
0	0.00%	4	0.05%
0	0.00%	3	0.04%
0	0.00%	8	0.09%
0	0.00%	3	0.04%
0	0.00%	117	1.37%
0	0.00%	111	1.30%
<b>329</b>	<b>100.00%</b>	<b>8522</b>	<b>100.00%</b>



	FOR THE QUARTER OCT 2007 - DEC 2007		TOTAL OVER 91 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
<b>MARITAL STATUS:</b>				
Married	169	51.37%	4,810	56.44%
Divorced	41	12.46%	938	11.01%
Single	99	30.09%	2,296	26.94%
Widowed	11	3.34%	239	2.80%
Separated	9	2.74%	103	1.21%
Unknown	0	0.00%	136	1.60%
	<b>329</b>	<b>100.00%</b>	<b>8522</b>	<b>100.00%</b>
<b>SEX:</b>				
Male	195	59.27%	5,005	58.73%
Female	133	40.43%	3,441	40.38%
Unknown	1	0.30%	76	0.89%
	<b>329</b>	<b>100.00%</b>	<b>8522</b>	<b>100.00%</b>
<b>AGE:</b>				
20	2	0.61%	259	3.04%
20 - 40	173	52.58%	4,127	48.43%
40+	146	44.38%	3,257	38.22%
Unknown	8	2.43%	879	10.31%
	<b>329</b>	<b>100.00%</b>	<b>8522</b>	<b>100.00%</b>
<b>LANGUAGE PREFERENCE:</b>				
English	253	76.90%	6,267	73.54%
Afrikaans	49	14.89%	1,244	14.60%
Vernacular	27	8.21%	836	9.81%
Unknown	0	0.00%	175	2.05%
	<b>329</b>	<b>100.00%</b>	<b>8522</b>	<b>100.00%</b>
<b>EMPLOYMENT:</b>				
Employed	208	63.22%	5,360	62.90%
Unemployed	35	10.64%	1,189	13.95%
Optionally unemployed (eg housewife)	5	1.52%	145	1.70%
Part-time / Temp	13	3.95%	305	3.58%
Self-employed	58	17.63%	952	11.17%
Retired	0	0.00%	31	0.36%
Pensioner	6	1.82%	204	2.39%
Dependant	3	0.91%	82	0.96%
Unknown	1	0.30%	254	2.98%
	<b>329</b>	<b>100.00%</b>	<b>8522</b>	<b>100.00%</b>
<b>RELATED PROBLEMS:</b>				
Previous Gambling Treatment	32	9.73%	603	7.08%
Alcohol / Drug Problem	35	10.64%	659	7.73%
Other Psychiatric Problems	42	12.77%	881	10.34%
Suicidal Ideation	127	38.60%	1,226	14.39%
Gamblers Anon Attendance	32	9.73%	330	3.87%
Casino Exclusions	82	24.92%	685	8.04%
Criminality	35	10.64%	782	9.18%

**TYPE OF GAMBLING:**  
 Casino Slots  
 Non-Casino Slots (LPM's)  
 Casino Table Games  
 Bookmakers (Horses, sports etc)  
 Lottery  
 Scratch cards  
 Internet gambling  
 Bingo  
 Private gambling  
 Tote  
 Other  
 More than one  
 Unknown

FOR THE QUARTER OCT 2007 - DEC 2007		TOTAL OVER 91 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
180	54.71%	4,673	54.83%
4	1.22%	56	0.66%
67	20.36%	1,776	20.84%
6	1.82%	290	3.40%
1	0.30%	48	0.56%
0	0.00%	3	0.04%
6	1.82%	37	0.43%
2	0.61%	8	0.09%
6	1.82%	114	1.34%
6	1.82%	99	1.16%
5	1.52%	129	1.51%
46	13.98%	979	11.49%
0	0.00%	310	3.64%
<b>329</b>	<b>100.00%</b>	<b>8522</b>	<b>100.00%</b>

**SOURCE OF COUNSELLING LINE NO**

**Press Coverage & Media**  
 Via Collateral in gambling venues  
 Via Staff in gambling venues  
 Gamblers Anonymous  
 NRGP Website  
 Gambling Board  
 Can't recall  
 More than one

<b>141</b>	<b>42.86%</b>	<b>3,586</b>	<b>42.08%</b>
132	40.12%	3,566	41.84%
13	3.95%	183	2.15%
11	3.34%	156	1.83%
12	3.65%	134	1.57%
2	0.61%	30	0.35%
4	1.22%	715	8.39%
14	4.26%	152	1.78%
<b>329</b>	<b>100.00%</b>	<b>8522</b>	<b>100.00%</b>



NATIONAL OUTPATIENT TREATMENT STATISTICS

	FOR THE QUARTER OCT 2007 - DEC 2007		TOTAL OVER 91 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS	
No of spouses currently in treatment	18		18		From Sept 03
<b>REFERRAL DATA:</b>					
Patients referred for out-patient treatment	365		8,066		
Total first appointments made	285	78.08%	5,917	73.36%	% OF PATIENTS DIRECTED FOR TREATMENT
Total first appointments met ie patient actually arrived	246	86.32%	4,944	83.56%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
<b>TREATMENT DATA:</b>					
Patients currently in treatment	120		120		
Treatment dropouts	88	35.77%	1,587	32.10%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients completing all 6 sessions	131	53.25%	2,297	46.46%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients arriving for follow-up session (the 7th)	61	46.56%	1,338	58.25%	% PATIENTS WHO COMPLETED THE PROGRAMME & ARRIVED FOR THE 7TH FOLLOW UP SESSION 3 MTHS AFTER COMPLETING TREATMENT

