APPENDICES Part I

GAMBLING AND DEBT SURVEY
INTERVIEWEE SAMPLE
INTERVIEW AGENDA
INTERVIEW CONSENT FORM
INTERVIEW INFORMATION SHEET
E-MAIL INTERVIEW AGENDA
ELITE INTERVIEW AGENDA
FOCUS GROUP SCHEDULE
FOCUS GROUP CONSENT FORM
FOCUS GROUP INFORMATION SHEET
TABLE: DEBT AND PROBLEM GAMBLERS
METHODOLOGY
Gambling and Debt - about the survey
Manchester Metropolitan University (MMU) and The Salvation Army, supported by GamCare and the Money Advice Trust, are carrying out a survey to find out more about the impact of gambling on people's finances. Our intention is that the survey results will help improve gambling and debt related support services in the future.

This survey asks you questions about your current financial situation and any gambling activities that you may take part in. It should only take about 10-15 minutes of your time. Throughout the questionnaire you are given the opportunity to say 'don't know' or 'prefer not to say' in reply to any question if you wish. Most questions ask you to place a tick in the box provided and/or may ask you to provide some additional information as well.

The information we record on this questionnaire will be kept completely confidential and all information you provide will be recorded on a completely anonymous basis. It will be passed on to researchers from MMU, who will ensure that the information you provide is kept securely stored. You are not asked to provide your name at any point during the survey. If you find the research interesting and would like to participate in a short interview as part of the study, please contact Ryan Woolrych (contact details below) who will arrange a convenient time.

If you have any problems completing the survey or would like to speak to a member of the research team, then please contact: Ryan Woolrych, MMU, Hathersage Road, Manchester, M13-OJA. Tel 0161 247 2770, e-mail: r.woolrych@mmu.ac.uk.

Before you start, please tick the following boxes to confirm that you are happy to take part in the survey and understand the terms on which you are providing information.

I agree that I have:
( ) read the information above.
( ) received satisfactory answers to any questions I may have had about the research.

I understand that:
( ) I am free to withdraw from the study at any time if I wish and if I choose to do this, there will be no further contact from the researchers.
( ) Any personal information I provide will be treated as strictly confidential.
( ) I can refuse to answer any question.
( ) Confidentiality and anonymity will be maintained and it will not be possible to identify me from any publications.
Survey Source

How did you find out about this survey? (Please tick all that apply)

- National Debtline
- Other advice service (e.g. CAB)
- Gamcare
- Gamblers Anonymous
- The Salvation Army
- Internet
- Radio or Newspaper

Other, please specify

As part of this research we would like to find out which part of the UK our survey returns are from (Note: this will only be used to provide us with a general sense of where you live and will not enable us to identify your household specifically).

Can you please provide the first four digits of your postcode:

__________________
A1  What age bracket are you in?

16-24  [  ]
25-44  [  ]
45-64  [  ]
65 +   [  ]
Prefer not to say [  ]

A2  Are you male or female?

Male   [  ]
Female [  ]
Prefer not to say [  ]

A3  Which of the following descriptions best describes your ethnic group?

White British [  ]
White, Other [  ]
Black Caribbean [  ]
Black African [  ]
Black, Other [  ]
Mixed background [  ]
Indian [  ]
Pakistani [  ]
Bangladeshi [  ]
Chinese [  ]
Asian, Other [  ]
Other Ethnic Group [  ]
Prefer not to say [  ]
Section B: Relationship status, employment, housing

B1  What is your current relationship or partnership status?
Married ( )
Living with spouse or partner ( )
Single ( )
Divorced ( )
Widowed ( )
Prefer not to say ( )

B2  What is your employment status?
Employed full-time ( )
Employed part-time ( )
Self-employed ( )
Unemployed ( )
Unable to work due to ill-health or disability ( )
Retired ( )
Carer ( )
Full-time student ( )
Other (please specify) ________________
Prefer not to say ( )

B3  Which of the following best describes your housing situation?
Own home outright ( )
Home buyer (i.e. still with mortgage) ( )
Rented Private Landlord ( )
Rented Social Housing (e.g. Council or Housing Association) ( )
Living with parents/relations ( )
Sheltered accommodation ( )
Other, please specify ________________
Don’t Know ( )
Prefer not to say ( )

B4  What is the highest qualification that you have?
No qualifications ( )  GCEs/O Levels ( )
A levels ( )  Vocational (e.g. NVQ, BTEC) ( )
Undergraduate degree (e.g. BA, BSc) ( )
Postgraduate degree (e.g. MS, MSc, MPhil) ( )
Other, please specify ________________
Section C: Personal and Household Income

C1 Roughly, what is your average personal income per week? (Note: This includes your own earnings from employment or self-employment after deducting tax, and any of your own income from benefits or pensions, interest from savings and any other sources)

- Up to £100 [ ]
- £101 up to £200 [ ]
- £201 up to £300 [ ]
- £301 up to £400 [ ]
- £401 up to £500 [ ]
- £501 up to £600 [ ]
- £601 up to £700 [ ]
- £701 or more [ ]

- Don’t Know [ ]
- Prefer not to say [ ]

C2 Approximately, what is your average household income per week? (This includes your own income plus the income of other people living as part of your household, earnings from employment or self-employment after deducting tax, and any joint income from benefits or pensions and any other sources including partner’s income)

- Up to £100 [ ]
- £100 up to £200 [ ]
- £201 up to £300 [ ]
- £301 up to £400 [ ]
- £401 up to £500 [ ]
- £501 up to £600 [ ]
- £601 up to £700 [ ]
- £701 or more [ ]

- Don’t Know [ ]
- Prefer not to say [ ]
Section D: Finances and Debt

D.1 Would you say that you are experiencing financial difficulties at the moment?

Yes [ ]
No [ ] Go to D3
Prefer not to say [ ] Go to D3

D2. If yes, how long would you say you have been experiencing financial difficulties?

Less than a month [ ]
1-6 months [ ]
6months-1 year [ ]
1 year – 2 years [ ]
Prefer not to say [ ]

D3. As a result of any financial difficulties that you may have experienced in the last 12 months, how many of the following have you either been threatened with or has happened to you? (please tick all that apply)

<table>
<thead>
<tr>
<th>Threatened with</th>
<th>Has happened</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received letters/phone calls from creditors [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Involvement of third party debt collection agency [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Visits or threats from a loan shark [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Visits or correspondence from bailiffs [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Disconnection of gas, electricity or telephone [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>County Court Judgement (CCJ) [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Charging order [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Order for sale [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Possession Hearing [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Eviction from your home [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Individual Voluntary Arrangement (IVA) [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Bankruptcy [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Other (please specify): __________________________ [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>None of the above [ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Prefer not to say [ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
D4. Here is a list of household bills that you will be familiar with. Please tick which ones you are personally responsible for paying AND indicate if you are behind on any payments (Please tick all that apply)

<table>
<thead>
<tr>
<th></th>
<th>Responsible for</th>
<th>Behind on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mortgage</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Rent</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Child Support</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Childcare</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Council Tax</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Water</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Gas</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Electricity</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Landline telephone</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Mobile telephone</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Broadband</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Television Licence</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>None of the above</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td></td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Don’t Know</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
**Section E: Finances and Consumer Credit**

**E1. Here is a list of the types of consumer credit that people may owe money on. Can you please tick which types you use AND if you are behind on any payments? (Please tick all that apply)**

<table>
<thead>
<tr>
<th>Have</th>
<th>Behind on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank or building society overdraft</td>
<td>( )</td>
</tr>
<tr>
<td>Credit card or store cards</td>
<td>( )</td>
</tr>
<tr>
<td>Catalogue bills</td>
<td>( )</td>
</tr>
<tr>
<td>Personal Loan (bank or finance company)</td>
<td>( )</td>
</tr>
<tr>
<td>Bank/building society loan</td>
<td>( )</td>
</tr>
<tr>
<td>Loan from a doorstep lender</td>
<td>( )</td>
</tr>
<tr>
<td>Loan from a loan shark</td>
<td>( )</td>
</tr>
<tr>
<td>Loan from friend or family</td>
<td>( )</td>
</tr>
<tr>
<td>Loan from Social Fund (DWP or DSS)</td>
<td>( )</td>
</tr>
<tr>
<td>Student loans</td>
<td>( )</td>
</tr>
<tr>
<td>Car hire purchase</td>
<td>( )</td>
</tr>
<tr>
<td>Other hire purchase</td>
<td>( )</td>
</tr>
<tr>
<td>None of the above</td>
<td>( )</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>( )</td>
</tr>
<tr>
<td>Don’t Know</td>
<td>( )</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>( )</td>
</tr>
</tbody>
</table>

**E2. About how much do you owe on the products that you have listed above? (Please insert in the boxes provided)**

- Bank or building society overdraft
- Credit card or store cards
- Catalogue bills
- Personal loan
- Loan from a doorstep lender
- Loan from a loan shark
- Loan from friends/family
- Loan from Social Fund (DWP or DSS)
- Student loans
- Car hire purchase
- Other hire purchase
- Other, specified above
Section F: Gambling Spending Patterns

F1. Please tick as many of the following activities that you leave your home to take part in (Note: these are activities that you do not take part in on the internet):

Lottery
Scratchcards
Bingo
Bookies
Pools
Fixed odds betting terminals
Casino
Fruit machines
Horse racing (at the course)
Dog racing (at the course)
Spread betting
Betting with friends
Other, please specify:

None of the above
Don’t Know
Prefer not to say

Go to F3

F2. For all those that you indicated above, approximately how much money do you spend on these activities in an average week? (Please insert in the boxes provided)

Lottery
Scratchcards
Bingo
Bookies
Pools
Fixed odds betting terminals
Casino
Fruit machines
Horse racing (at the course)
Dog racing (at the course)
Spread betting
Betting with friends
Don’t know
Prefer not to say
Other, specified above:

Prefer not to say
F3. Do you have access to the Internet or interactive television?

Yes, at home ( )
Yes, at work ( )
Yes, Internet café or other form of access ( )
Yes, interactive television ( )
No, I do not have access to the internet ( ) [Go to F6]

F4. Please tick all of the following gambling activities that you take part in on the internet or via interactive television:

Online Lottery ( )
Online Scratchcards ( )
Online Bingo ( )
Bookmakers on-line ( )
Online Casino ( )
Poker sites ( )
Other (please specify): [ ]

None of the above ( ) [Go to F6]
Don’t Know ( )
Prefer not to say ( )

F5. Of the activities you carry out online, roughly how much money do you spend on them each week? (Please insert amount in the boxes provided)

Online Lottery [______]
Online Scratchcards [______]
Online Bingo [______]
Bookmakers on-line [______]
Online Casino [______]
Poker sites [______]
Other (please specify): [ ] [______]
Don’t Know ( )
Prefer not to say ( )
**F6. Have you ever experienced financial difficulties as a result of gambling activities?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Yes</th>
<th>No</th>
<th>Don’t Know</th>
<th>Prefer not to say</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ]</td>
<td>[ ]</td>
<td></td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

*Go to section G*

**F7. Have these financial difficulties ever resulted in you considering or taking out any of the following? (Please tick all that apply)**

<table>
<thead>
<tr>
<th>Option</th>
<th>Have considered</th>
<th>Have done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consolidation of debts into another loan</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Re-mortgage property</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Request a payment holiday from mortgage lender</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Move house to raise the funds to pay off debts</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Sell household items to pay debts</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Apply for an administration order</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Declare bankruptcy</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Enter into an Individual Voluntary Agreement</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Go onto a debt management plan</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Payplan</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Other, please specify</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>None of the above</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Option</th>
<th>Have considered</th>
<th>Have done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t Know</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
Section G: Consumer Credit

G1. Do you currently or have you ever taken out credit from any of the following sources specifically to pay for gambling activities? (Please tick all those that apply)

Bank/building society overdraft [ ]
Loan
- Finance company [ ]
- Bank/building society loan [ ]
- Money lender loan [ ]
- Loan shark loan [ ]
- Home Credit loan [ ]
- Pawnbroker [ ]
- Payday loan [ ]
- Home credit loan [ ]
- Loan from friend or family [ ]
Credit cards [ ]
Credit from bookmaker or other gambling services provider [ ]
Other, please specify __________________________ [ ]
No, I have never had any of the above [ ]
Don’t Know [ ]
Prefer not to say [ ]

G2. Have you ever cut back on key household items or payments of household bills so that you have money to gamble or pay off gambling debts?

Yes [ ]
No [ ] Go to section H
Prefer not to say [ ]

G3. If yes, which types of household bills or items have you cut back on? (Please tick all that apply)

Food [ ]
Clothes [ ]
Household bills (gas, electricity, telephone, council tax) [ ]
Mortgage [ ]
Rent [ ]
Other, please specify __________________________ [ ]
Prefer not to say [ ]
Section H: Gambling and Debt Behaviour

H1. When you gamble, how often do you follow up a loss with more gambling, to try and make your losses back?

Never [ ]
Some of the time [ ]
Most of the time [ ]
Every time [ ]
I do not gamble [ ]  Go to section J
Prefer not to say [ ]

H2. How often do you tell your family or friends that you have won money gambling when you have actually lost?

Never [ ]
Often [ ]
Occasionally [ ]
All the time [ ]
Prefer not to say [ ]

H3. Do you ever gamble more than you intend to?

Never [ ]
Often [ ]
Occasionally [ ]
All the time [ ]
Prefer not to say [ ]

H4. Do you find that you stop gambling only after you have run out of money?

Never [ ]
Often [ ]
Occasionally [ ]
All the time [ ]
Prefer not to say [ ]
H5. Have people you know (for example, friends or family) ever criticised the amount of money that you spend on gambling?

Never [ ]
Often [ ]
Occasionally [ ]
All the time [ ]
Prefer not to say [ ]

H6. Do you ever feel guilty about the amount of money that you spend on gambling?

Never [ ]
Often [ ]
Occasionally [ ]
All the time [ ]
Prefer not to say [ ]

H7. Have you ever hidden betting slips, lottery tickets, gambling money or other signs of gambling from your partner, children, parents or other people close to you?

Yes [ ]
No [ ]
Prefer not to say [ ]

H8. Have you ever borrowed from friends and family so that you can gamble?

Yes [ ]
No [ ]
Don’t Know [ ]
Prefer not to say [ ]
H9. Have you ever done any of the following in order to acquire money for gambling activities?

- Taken money from family members without their consent [ ]
- Sold/pawned property that is not yours [ ]
- Written bad cheques [ ]
- Made fraudulent applications for credit [ ]
- Made fraudulent benefit claims [ ]
- Theft/shoplifting [ ]
- Other forms of illegal activity [ ]
- Other, please specify

[ ] No, I have never undertaken any of the above
[ ] Prefer not to say

H10. Have you ever argued with people about money?

- Yes [ ]
- No [ ] Go to section J
- Prefer not to say [ ] Go to section J

H11. Have these arguments ever been about your gambling?

- Yes [ ]
- No [ ]
- Don’t Know [ ]
- Prefer not to say [ ]
Section J: Advice and Support

J1. Do you feel you that the amount of money you spend on gambling is a problem?

Yes [ ]
No [ ]
Don't Know [ ]
Prefer not to say [ ]

J2. Have you ever wanted to stop gambling, but didn’t think that you could?

Yes [ ]
No [ ]
Don't Know [ ]
Prefer not to say [ ]

J3. Here is a list of agencies that offer help with money and debt problems. Can you please tick any that you have heard of?

National Debtline [ ]
Debt Advice Trust [ ]
AdviceUK [ ]
Consumer Credit Counselling Service [ ]
Payplan [ ]
Financial Services Authority [ ]
Citizens Advice Bureau [ ]
Other, please specify ____________________________
None of the above [ ]

J4. Here is a list of agencies that have been set up to help with gambling problems. Can you please tick any that you have heard of?

GamCare [ ]
Gamblers Anonymous [ ]
GamAid [ ]
Gam-Anon [ ]
None of the above [ ]
Other, please specify ____________________________
J5. Have you ever contacted an advice agency (e.g. CAB) or sought professional advice about your debt problems?

Yes [ ]
No [ ] Go to section K
Prefer not to say [ ] Go to section K

J6. If yes, was this advice provided:

Face-to-face [ ]
Online/by email [ ]
Over the telephone [ ]
NHS (GP) [ ]
Don’t Know [ ]
Prefer not to say [ ]

J7. If yes, was it easy to access help and advice about your debt problem?

Yes [ ]
No [ ]
Prefer not to say [ ]

J8. If yes, who was the agency that you consulted about your debt problem? (Please tick all that apply)

National Debtline [ ]
Money Advice Trust [ ]
Debt Advice Trust [ ]
Consumer Credit Counselling Service [ ]
Financial Services Authority [ ]
Citizens Advice Bureau [ ]
Samaritans [ ]
NHS (GP) [ ]
None of the above [ ]
Other, please specify ____________________________

J9. If yes, would you say that your debt problems are now under control as a result of the advice you received?

Yes [ ]
No [ ]
Don’t Know [ ]
Prefer not to say [ ]
Section K: Gambling Advice

K1. Have you ever contacted a gambling support service about your gambling problems?

Yes [ ]
No [ ] Go to K6
Prefer not to say [ ] Go to K6

K2. If yes, was this advice provided:

Face-to-face [ ]
Online/ by email [ ]
Over the Telephone [ ]
NHS GP [ ]
Don’t Know [ ]
Prefer not to say [ ]

K3. If yes, was it easy to access help and advice about your gambling problem?

Yes [ ]
No [ ]
Don’t Know [ ]
Prefer not to say [ ]

K4. If yes, who was the agency you consulted with? (Please tick all that apply)

GamCare [ ]
Gamblers Anonymous [ ]
GamAid [ ]
Gam-Anon [ ]
Citizens Advice Bureau [ ]
Samaritans [ ]
NHS (GP) [ ]
Other, please specify __________________________
None of the above [ ]

K5. If yes, would you say that your gambling problem is now under control?

Yes [ ]
Don’t know [ ]
No [ ]
Prefer not to say [ ]
K6. If you experience any gambling and/or debt problems in the future, what do you think you would do to resolve the situation? (Please tick all that apply)

Deal with it myself [ ]
Contact a debt advice agency [ ]
Contact a gambling support service [ ]
Look on the internet [ ]
Local Citizens Advice Bureau [ ]
Ask family/friends [ ]
Get advice from bank or other creditor [ ]
Other, please specify ______________________________________

Don’t Know [ ]
Prefer not to say [ ]

Thank you for taking part in this study. Your responses will help us to better understand the links between gambling and debt and how people deal with their gambling and debt problems, which we hope will be useful for services helping people with such problems.

If you are willing to take part in a short follow-up interview to answer a few more questions, please contact the researcher, Ryan Woolrych, whose contact details are on the first page of this form. Alternatively, if you prefer to be contacted by the research team please provide your e-mail or telephone below.

E-mail. _______________________

Tel. _________________________
INTERVIEW AGENDA

GAMBLING AND DEBT PROJECT

Firstly, can you tell me when you first encountered problems with your gambling?

Can you tell me when you first encountered problems with your gambling?

To what extent has the realisation that your gambling is a problem been related to the impact it has had on your level of debt?

To what extent have any debt problems been caused or worsened by gambling?

Tell me about the nature of your gambling and/or debt problems? (prompt: contextual information and split gambling and debt as separate questions)

How did you first know/recognise you had a gambling/debt problem? What were the symptoms? (prompt: run out of money, told by a family member and split gambling and debt as separate questions)

What were the issues which led to you encountering gambling and/or debt problems? (prompt: personal issues, unemployment, leisure opportunity which got out of hand and split gambling and debt as separate questions)

What strategies did you use at the time to cope with your debt? (prompt: loan sharks, loans, overdrafts, credit cards etc.)
What impact did gambling/debt problems have on your different aspects of your life? (prompt: physical well-being, personal well-being, family well-being) (split gambling and debt as separate questions)

Would you say that your gambling and/or debt problem is now under control? If not, why not? What problems do you still encounter? (split gambling and debt as separate questions)

When did you first seek help for your gambling and/or debt problems? How easy / difficult was it to access help? (split gambling and debt as separate questions)

Who did you first speak to regarding your gambling or debt problem? (split gambling and debt as separate questions)

What sources of help were you aware of for gambling / debt (self-exclusion, spending limits, Gamcare CABx etc) (and split gambling and debt as separate questions)

What processes did you go through in order to seek help? (prompt: mechanisms for seeking help and advice) (and split gambling and debt as separate questions)

Tell me about your experiences of receiving help and/or advice? (specific agency, process, strengths/weaknesses) (and split gambling and debt as separate questions)

In what ways would you like to see improvements made to the help and advice that people receive for gambling and or debt problems (prompt: information and awareness, specific services, follow-up contact/care)?

What has been the worst aspect of the gambling / debt problems? (and split gambling and debt as separate questions)

Has anything positive come out of your experience?
INTERVIEW CONSENT FORM

GAMBLING AND DEBT PROJECT

1. I confirm that I understand the information I received concerning this study.

2. I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason.

3. I understand that my anonymity will be protected throughout the research project.

4. I give my consent for my words to be tape recorded and understand that extracts from this recording may be reproduced in any report or publication of the research.

5. I agree to take part in an interview for the above study.

__________________________  __________________________  __________________________
Name of Participant              Date                        Signature

__________________________  __________________________  __________________________
Name of Researcher              Date                        Signature

Contact information: Ryan Woolrych
Research Institute for Health and Social Change
Elizabeth Gaskell Campus
Manchester Metropolitan University
Hathersage Road Manchester
M13 0JA

Telephone: 0161 247 2770
INTERVIEW INFORMATION SHEET
GAMBLING AND DEBT PROJECT

What is the aim of the interview?

The aim of the interview is to find out about your experiences of gambling- and debt and the impact that this has had on your life. The interviews may also ask you about any previous experiences of working with gambling and debt advice agencies. Feel free to tell us as little or as much as you want about these issues. Some areas are sensitive which you may not wish to talk to the researcher about so feel free to refuse to answer.

Why have I been invited?

As a person who has previously suffered problems with gambling or debt your experience and perspectives are important to the research. Your contribution is very important to us and will help us understand the links between gambling and debt.

What will happen with the interview findings?

All interviews will be conducted by a researcher who will present a number of issues for discussion. The researcher will ensure that everyone is given the opportunity to contribute. Your findings will be tape recorded and transcribed for analysis. In all publications the results will be written in such a way that no one can infer that the data corresponds to you.
What can I expect from my involvement?

The interviews are part of a pathfinder study being undertaken by Manchester Metropolitan University in partnership with the Salvation Army, Money Advice Trust and Gamcare. A gambling and debt survey has already been undertaken. Focus groups are scheduled for early 2009 with professionals in the area of gambling and debt. A final report of this study will be made publicly available in August 2009.

Who do I contact for further information?

Dr Carolyn Downs (Project Lead)
Lecturer Socially Responsible Gambling
University of Salford
Maxwell Building
M5-4WT
Tel. 0161 295 3096
E-mail c.downs@salford.ac.uk

Ryan Woolrych (Research Associate)
Research Associate
RIHSC (Research Institute for Health and Social Change)
Hathersage Road
Manchester
M13-OJA
Tel. 0161 247 2770
E-mail r.woolrych@mmu.ac.uk
Firstly, can you tell me when you first encountered problems with gambling and debt?

How did gambling impact upon your finance? How much money were you spending gambling and how did the loss of this money impact on your life?

What strategies did you use to continue to gambling? Thinking of loan sharks, loans, overdrafts, credit cards? What impact did these have on your life?

What was the impact of your gambling problems? On both yourself and your friends/family?

What was the impact of your debt problems (if any)? On both yourself and your friends/family?

What help and advice have you received for your gambling or debt problems? What agencies have you previously consulted with?
How have gambling problems impacted on your health?

How have debt problems impacted on your health?

What prompted you to seek help and advice for your problems?

Was your experience of seeking help and advice positive or negative? Why?

In what ways could improvements be made to the help and advice that people received for their gambling or debt problems?
ELITE INTERVIEW AGENDA

GAMBLING AND DEBT PROJECT

Has your organisation a set of policies for dealing with defaulting customers?

   a. At what level are these set?
   b. Is there any flexibility in these policies?

What are the overall aims in dealing with defaulting customers? (rapid settlement, affordable settlement, securing the debt)?

Are you aware of any particular triggers for default?

Are there patterns of customer behaviour that might alert you to developing problems?

Do your staff question customers about underlying problems that might impact on their ability to maintain payments?

Have you heard of customers defaulting because of addictive behaviours? (drugs, alcohol, gambling)
Would your company attitudes towards a defaulting customer change if you felt the customer had contributed to their problems by behaving rashly?

Would you regard defaults relating to customers where there was evidence (eg, from statements of account) of repeated or heavy gambling as falling into the category of rash behaviour or would you be more likely to accept that problem gambling is an illness/addiction?

Does your organisation agree payment plans with third-party charitable advice agencies?

Does your organisation agree payment plans with debt management companies? What other methods would you employ to help retrieve monies owed?
FOCUS GROUP SCHEDULE
GAMBLING AND DEBT PROJECT

26TH February, Manchester Metropolitan University, Manchester.

19TH March, Salvation Army HQ, London

1. What are the difficulties in establishing whether clients have gambling-related debt problems?

2. How do your respective organisations approach clients where gambling problems are evident either via self declaration or objective evidence (debit or credit card statement entries etc.)?

3. Does this approach work? (prompt: what works well, what doesn’t) If not, what types of different approaches might be necessary?

4. Are there any preventative, early indicators in place to identify problem gamblers? If so, how do they work? Are they effective?

5. In what ways might we work towards meeting the challenges talked about in this focus group today? What are the key priorities? How would you shape services? What would be most useful (screen, outreach, education)

6. Are they any institutional or organisational barriers which prevent identifying or treating individuals with gambling related debt?
FOCUS GROUP CONSENT FORM
GAMBLING AND DEBT PROJECT

1. I confirm that I understand the information I received concerning this study.

2. I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason.

3. I understand that my anonymity will be protected throughout the research project.

4. I give my consent for my words to be tape recorded and understand that extracts from this recording may be reproduced in any report or publication of the research.

5. I agree to take part in a focus group for the above study.

_________________________________  _________________________________  ____________________________
Name of Participant                        Date                                              Signature

_________________________________  _________________________________  ____________________________
Name of Researcher                        Date                                              Signature

Contact information: Ryan Woolrych
Research Institute for Health and Social Change
Elizabeth Gaskell Campus
Manchester Metropolitan University
Hathersage Road Manchester
M13 0JA

Telephone: 0161 247 2770
GAMBLING AND DEBT FOCUS GROUP
INFORMATION SHEET

DATE: 26th February 2008
TIME: 1:30 – 4pm
VENUE: Formal Meeting Room, Elizabeth Gaskell Building, Manchester Metropolitan University, Hathersage Road, M13-OJA

What is the aim of the focus group?
To bring together representatives from a diverse range of credit institutions, gambling organisations and advice agencies to share experiences, engage in active dialogue and identify priority areas for addressing gambling-related debt in the UK.

Why have I been invited?
It is recognised that a multi-agency response is needed to address the multi-faceted problems that people experience as a direct result of gambling-related debt. This focus group intends to gauge the industry response to the challenges of gambling-related debt in the UK. Your experience and perspectives are important to addressing this problem.

What will happen with the focus group findings?
The focus groups are the final data collection phase of a pathfinder study being undertaken by Manchester Metropolitan University in partnership
with the Salvation Army, Money Advice Trust and Gamcare. A gambling and debt survey has already been undertaken, followed by in-depth interviews with individuals currently experiencing gambling and debt problems. A final report of this study will be made publicly available in August 2009.

*What can I expect from my involvement?*

All focus groups will be led by a facilitator who will present a number of issues for discussion. The facilitator will control the discussion to ensure that everyone is given the opportunity to contribute. Your findings will be tape recorded and transcribed for analysis. Although your comments will be shared with other focus group members, in all publications the results will be written in such a way that no one can infer that the data corresponds to you.

*Who do I contact for further information?*

Dr Carolyn Downs (Project Lead)
Lecturer Socially Responsible Gambling
University of Salford
Maxwell Building
M5-4WT
Tel. 0161 295 3096
E-mail c.downs@salford.ac.uk

Ryan Woolrych (Research Associate)
Research Associate
RIHSC (Research Institute for Health and Social Change)
Hathersage Road
Manchester
M13-OJA
Tel. 0161 247 2770
E-mail r.woolrych@mmu.ac.uk
<table>
<thead>
<tr>
<th>USERNAME</th>
<th>AGE</th>
<th>GENDER</th>
<th>GAMBLING TYPE</th>
<th>GAMBLING DEBT £/$</th>
<th>HELP SOUGHT</th>
<th>OUTCOME</th>
<th>FORUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mrelephant</td>
<td>M</td>
<td></td>
<td></td>
<td>62,000</td>
<td>Yes</td>
<td>Repaying Debts</td>
<td>MSE</td>
</tr>
<tr>
<td>Lilmissunhappy</td>
<td>F</td>
<td></td>
<td>Online</td>
<td>55,000</td>
<td>No</td>
<td>Installed Software</td>
<td>MSE</td>
</tr>
<tr>
<td>Dreamcatcher73</td>
<td>36</td>
<td>F</td>
<td>Online &amp; Bingo</td>
<td>17,000 +</td>
<td>No</td>
<td>Bankruptcy</td>
<td>MSE</td>
</tr>
<tr>
<td>Verysilly + Scared</td>
<td>36</td>
<td>F</td>
<td></td>
<td>20,000 +</td>
<td>No</td>
<td>Repaying</td>
<td>MSE</td>
</tr>
<tr>
<td>Runmichellerum</td>
<td>28</td>
<td>F</td>
<td></td>
<td>6000</td>
<td>No</td>
<td>Repaying</td>
<td>MSE</td>
</tr>
<tr>
<td>Stubop2008</td>
<td>M</td>
<td></td>
<td>Online Gambling</td>
<td>1000 +</td>
<td>Yes</td>
<td>Bankruptcy</td>
<td>Debt.co.uk</td>
</tr>
<tr>
<td>Elfie</td>
<td></td>
<td></td>
<td>Online Casino</td>
<td>Maxed C Card</td>
<td>NO</td>
<td>Wants to end it all</td>
<td>GamCare</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Embarrassed to ask for help</td>
<td>GamCare</td>
</tr>
<tr>
<td>Name</td>
<td>Gender</td>
<td>Game</td>
<td>Amount</td>
<td>Treatments</td>
<td>Provider</td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
</tr>
<tr>
<td>Legenary</td>
<td></td>
<td>Online Poker</td>
<td>Not recorded</td>
<td>Yes Bankruptcy recovery, now poker on facebook, no cash!</td>
<td>GamCare</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RB</td>
<td></td>
<td>Online Poker</td>
<td>Not recorded</td>
<td>Yes Bankrupt on recovery programme.</td>
<td>GamCare</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Danm</td>
<td>M</td>
<td>Roulette</td>
<td>Not recorded</td>
<td>Yes Bankrupt, 92 Days into recovery. Their life and family life now much better.</td>
<td>GamCare</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fathead31</td>
<td>M</td>
<td>Blackjack Slots</td>
<td>Not recorded</td>
<td>Yes Recovering problem gambler</td>
<td>GamCare</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mastermino</td>
<td></td>
<td>Online Poker</td>
<td>$8000</td>
<td>Yes Recovering problem gambler</td>
<td>GamCare</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tomtheidiot</td>
<td>M</td>
<td>Bookies Online</td>
<td>50,000 +</td>
<td>Yes Bankrupt GA Meetings</td>
<td>GamCare</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tel-M</td>
<td>M</td>
<td>Anything</td>
<td>Spent all Savings</td>
<td>No Hoping to win the losses back.</td>
<td>GamCare</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Averagegoe</td>
<td>M</td>
<td>Online Casino</td>
<td>$17,000</td>
<td>Payment plan, reduced debt $5800, installed self exclusion software.</td>
<td>GamCare</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jimdog</td>
<td></td>
<td></td>
<td>250,000</td>
<td></td>
<td>GamCare</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indebted</td>
<td></td>
<td></td>
<td>100,000</td>
<td></td>
<td>GamCare</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Age</td>
<td>Gender</td>
<td>Activity</td>
<td>Debt</td>
<td>Recovered</td>
<td>Reason</td>
<td>Service</td>
</tr>
<tr>
<td>-----------</td>
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<td>---------</td>
</tr>
<tr>
<td>Anewlife</td>
<td></td>
<td></td>
<td></td>
<td>150,000</td>
<td>Max</td>
<td>In recovery, only gambled online and for the past 2 years including at work.</td>
<td>GamCare</td>
</tr>
<tr>
<td>Tom77</td>
<td>31</td>
<td>M</td>
<td>Online Sports</td>
<td>20,000 +</td>
<td>Yes</td>
<td></td>
<td>GamCare</td>
</tr>
<tr>
<td>Spark2</td>
<td></td>
<td></td>
<td></td>
<td>26,000</td>
<td></td>
<td></td>
<td>GamCare</td>
</tr>
<tr>
<td>Stoical</td>
<td></td>
<td></td>
<td></td>
<td>70,000</td>
<td>Yes</td>
<td></td>
<td>GamCare</td>
</tr>
<tr>
<td>Maddog</td>
<td></td>
<td>M</td>
<td></td>
<td>30,000</td>
<td>No</td>
<td>Gambling to forget other problems</td>
<td>GamCare</td>
</tr>
<tr>
<td>Tallboy74</td>
<td>35</td>
<td>M</td>
<td></td>
<td>400,000</td>
<td>No</td>
<td>No positives in gambling</td>
<td>GamCare</td>
</tr>
<tr>
<td>Wilderness</td>
<td>55</td>
<td></td>
<td>Online</td>
<td>$33,000</td>
<td>No</td>
<td>Gamble block installed, wants to get back online and plays its killing me!</td>
<td>GamCare</td>
</tr>
<tr>
<td>Strauss</td>
<td></td>
<td></td>
<td></td>
<td>440,000</td>
<td>Yes</td>
<td>Day 4 of rehabilitation</td>
<td>GamCare</td>
</tr>
<tr>
<td>Pokersucks</td>
<td></td>
<td></td>
<td>Poker Online</td>
<td>2,000</td>
<td>No</td>
<td>All my losses are in online poker rooms.</td>
<td>GamCare</td>
</tr>
<tr>
<td>Name</td>
<td>Gender</td>
<td>Platform</td>
<td>Total Debt</td>
<td>Self Exclusion</td>
<td>Reason</td>
<td>Contact</td>
<td></td>
</tr>
<tr>
<td>---------------</td>
<td>--------</td>
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<td>------------</td>
<td>----------------</td>
<td>----------------------------------------------------------------------</td>
<td>---------</td>
<td></td>
</tr>
<tr>
<td>Nikita</td>
<td></td>
<td></td>
<td>10,000</td>
<td>No</td>
<td>A student and worried about the future.</td>
<td>GamCare</td>
<td></td>
</tr>
<tr>
<td>NWN</td>
<td></td>
<td>Online</td>
<td>60,000</td>
<td>Yes</td>
<td>Used savings, payment plan for debt. Initially started winning and did not stop.</td>
<td>GamCare</td>
<td></td>
</tr>
<tr>
<td>Weaponsamnesty</td>
<td>18</td>
<td>Online</td>
<td>5,000</td>
<td>No</td>
<td>Need help before family kicks me out.</td>
<td>GamCare</td>
<td></td>
</tr>
<tr>
<td>Icandoit</td>
<td>51</td>
<td>M</td>
<td>142,000</td>
<td>Yes</td>
<td>Blown £92,000 of savings given to me.</td>
<td>GamCare</td>
<td></td>
</tr>
<tr>
<td>Mancity51</td>
<td>M</td>
<td>Roulette</td>
<td>60,000</td>
<td>Yes</td>
<td>Self exclusion tools</td>
<td>GamCare</td>
<td></td>
</tr>
<tr>
<td>Mallys</td>
<td>M</td>
<td>Bookies</td>
<td>2,000 +</td>
<td>No</td>
<td></td>
<td>GamCare</td>
<td></td>
</tr>
<tr>
<td>Awayout</td>
<td></td>
<td>FOBT’s</td>
<td>23,000</td>
<td>Yes</td>
<td>Lost life savings</td>
<td>GamCare</td>
<td></td>
</tr>
<tr>
<td>Despot</td>
<td>F</td>
<td>Online</td>
<td>30,000</td>
<td>Yes</td>
<td>Repaying debt for the next 10 years. Did not understand the problem initially.</td>
<td>GamCare</td>
<td></td>
</tr>
<tr>
<td>Username</td>
<td>Age</td>
<td>Gender</td>
<td>Gaming Habits</td>
<td>Debt Accumulated</td>
<td>Treatment Status</td>
<td>Reason for Gambling</td>
<td>Connection to Addiction</td>
</tr>
<tr>
<td>--------------</td>
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<td>------------------------</td>
</tr>
<tr>
<td>Xgreggx</td>
<td>18</td>
<td>M</td>
<td>Bookies, Roulette</td>
<td>1,000 +</td>
<td>Yes</td>
<td>In treatment but keeps returning to gambling due to the enjoyment factor and thrill.</td>
<td>GamCare</td>
</tr>
<tr>
<td>Spartz</td>
<td>M</td>
<td>FOBT’s, Online Casino</td>
<td>20,000 +</td>
<td>Yes</td>
<td>Lost his relationship and the trust of family and friends, recovered now and debt free.</td>
<td>GamCare</td>
<td></td>
</tr>
<tr>
<td>Cashedintheusa</td>
<td>44</td>
<td>M</td>
<td>Anything</td>
<td>$5000 +</td>
<td>Yes</td>
<td>In therapy in Baltimore. It’s only a penny so I have 1000 chances to win.</td>
<td>GamCare</td>
</tr>
<tr>
<td>Ebbe</td>
<td>23</td>
<td>M</td>
<td>Horse, Football, Roulette</td>
<td>16,000</td>
<td>Yes</td>
<td>Lost a flat. Keeps no money in pocket for fear he will drop into the bookies.</td>
<td>GamCare</td>
</tr>
<tr>
<td>J.D</td>
<td>25</td>
<td>M</td>
<td>Sports, Online, Premise</td>
<td>13,000</td>
<td>Yes</td>
<td>Betting to try and dig myself out of debt. The temptation to break is difficult to resist, when working in the industry.</td>
<td>GamCare</td>
</tr>
<tr>
<td>Ade</td>
<td>M</td>
<td>Footie, Horses</td>
<td>6,000</td>
<td>Yes</td>
<td>Never gambled online. 29 hours without entering the bookies and stomach really churning.</td>
<td>GamCare</td>
<td></td>
</tr>
</tbody>
</table>
Methodology

Qualitative data analysis

Transcription data from the interviews and focus groups was imported into the qualitative software NVivo. The interviewee data was thematically analysed (coded) and the results written-up. Analytical steps in this thematic analysis involved the six key stages of: familiarisation (reading and rereading transcripts and notes, identifying initial ideas); code generation (systematic identification of interesting ideas); theme identification (collating codes into potential themes supported by relevant data); review (holistically checking themes against data and creating thematic map); labelling themes (refining specifics of themes and defining holistic analytical accounts in relation to research questions) and report writing (in which ongoing final analysis is formed) (Braun and Clarke, 2006).

Ethics

Informed consent was acquired from all participants for the interviews and focus groups conducted in the research. An information sheet was also provided to each participant, detailing the main aims and objectives of the study and a contact number provided for any enquiries (see Appendix I). Permission was granted from the GamCare administrators to use the GamCare Forum entries. All posts are in the public domain. However, as an extra measure, user names have been substituted with fictitious aliases. All organisational and other contextual data which might have identified individuals was removed.

Research ethics protocols were submitted to and granted by Manchester Metropolitan University Ethics Committee and researchers adhered throughout to the ethical guidelines identified by the Social Research
Association (2003) and the British Psychological Society (2005). These include:

- **Avoiding undue intrusion** into the personal and private domain of research participants. The privacy of participants was respected at all times and any issues identified by participants as sensitive were treated confidentially. All names, places and organisations which might have identified individuals were substituted with pseudonyms for reproduction in the final report.

- **Obtaining informed consent.** Research participants were informed about the aims and objectives of the research, their role within the study, and the intended uses of the project findings. This information was made available through participant information sheets. Express signed or oral consent was acquired from all participants. All research participants were given the option to withdraw themselves and their data at any time up until the production of the final report.

- **Protecting the interests of participants.** The research protected participants from any harmful effects that might arise from the research, including physical and psychological harm. All problem gamblers and individuals in debt who requested further information and help with their problems were signposted to relevant agencies.

- **Enabling participation.** No individual was excluded on the grounds of problems with communication or comprehension disability, or expense. Different forms of written and oral communication were used to communicate with participants where necessary.

- **Maintaining confidentiality of records.** The confidentiality of the identities and records of research subjects were maintained at all times. All electronic information is held on password-protected computers and hard copies of data locked securely in a research office. Both forms of data will be retained for six years, after which point all data will be destroyed safely.