

# The Self-Exclusion Puzzle

Putting the Pieces Together

Jack Symons









~ 5 years ago...

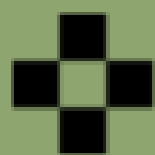






2

7





LETTERE

















# CHIPS!







A close-up photograph of a fire burning in a fireplace. The fire is bright and intense, with large flames rising from a pile of logs and charred wood. The background is dark, emphasizing the fire. The word "POKER!" is overlaid in large, white, bold, sans-serif capital letters across the center of the image.

**POKER!**



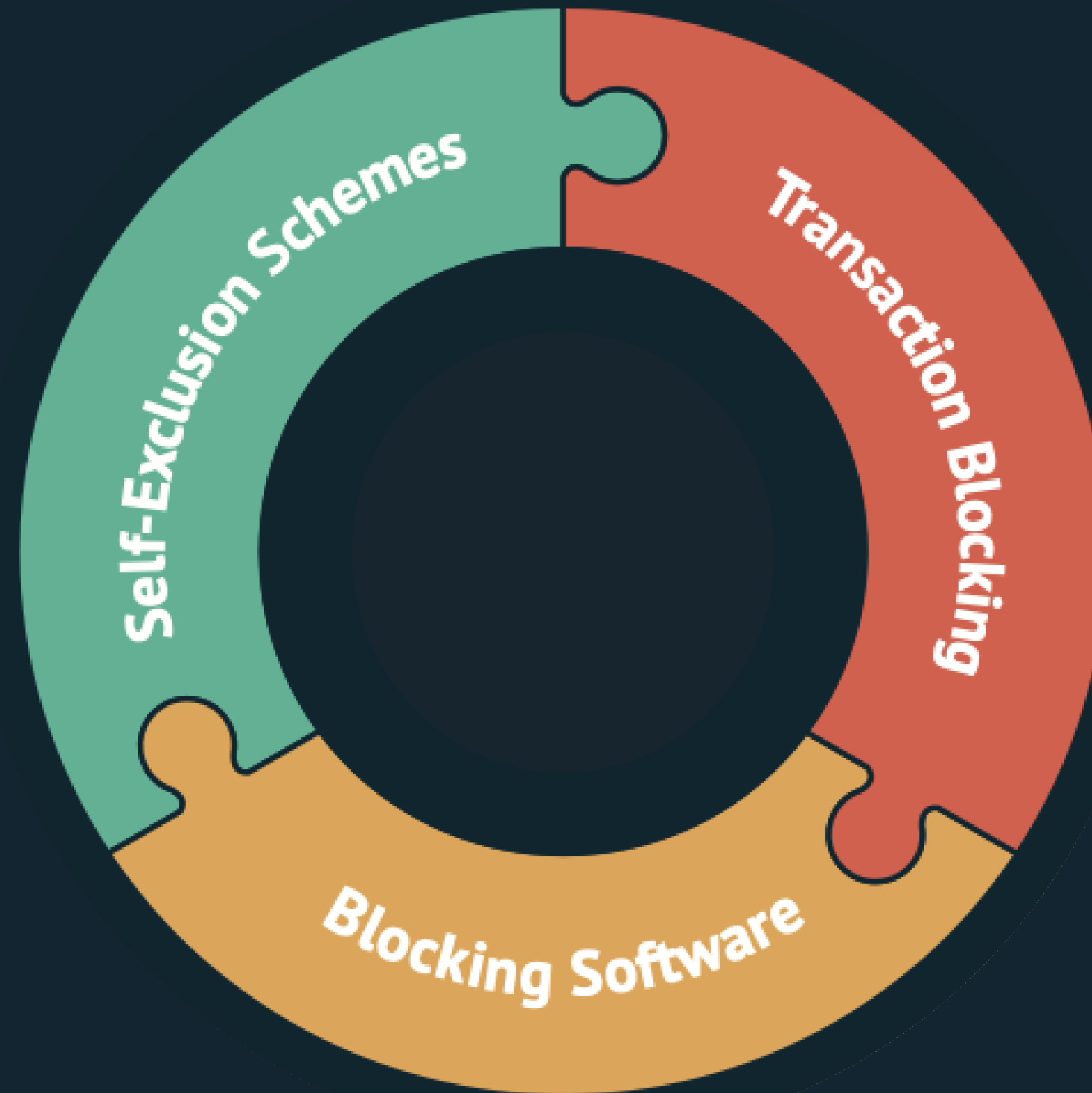




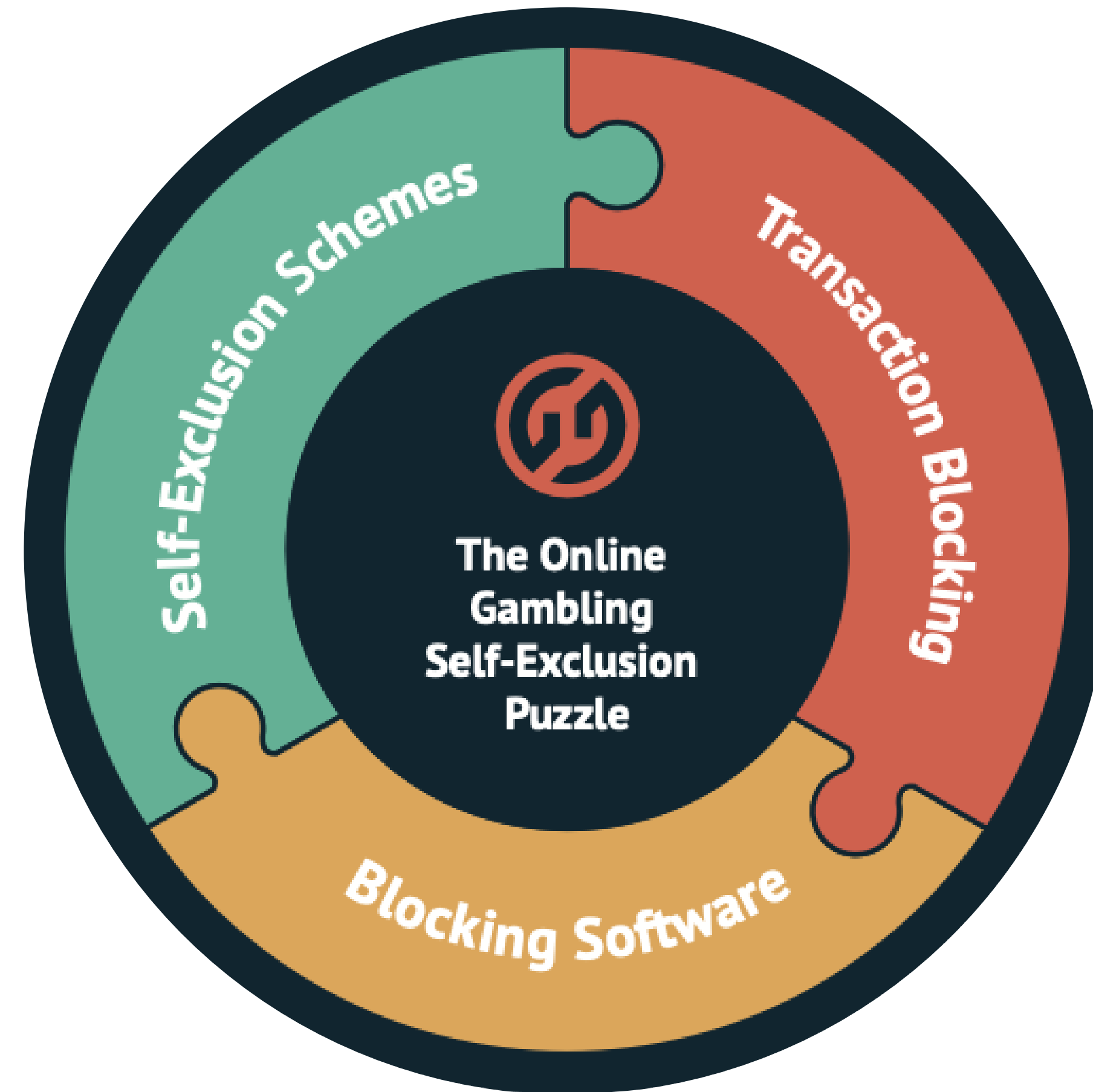




Now...









# Blocking Software

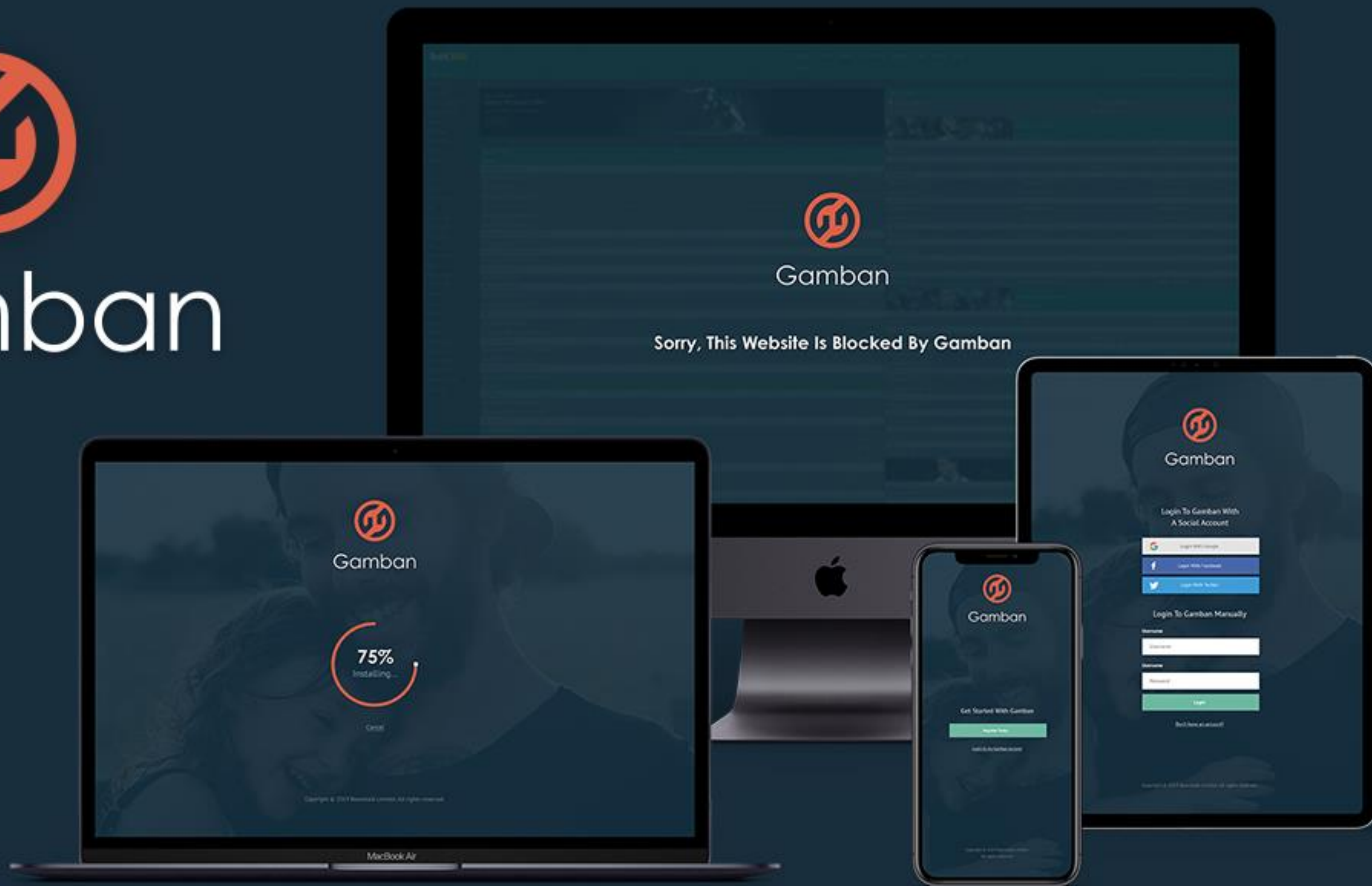


Gamban





# Gamban





# What Gamban **Does** & **Doesn't** Block



## Gamban **DOES** block the following:



**SPORTS  
BETTING**



**CASINO**



**SLOTS**



**POKER**



**BINGO**



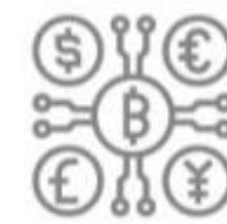
**LOTTERY**



**SOCIAL  
CASINOS**



**NON  
FUNGIBLE  
TOKENS**



**CRYPTO**



**GAMBLING  
AFFILIATES**



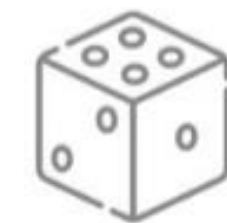
**TRADING  
PLATFORMS**



**ESPORTS  
GAMBLING  
PLATFORMS**



**SKINS  
GAMBLING  
PLATFORMS**



**TABLE  
GAMES**

## Gamban **DOESN'T** block the following:



**GAMBLING  
ADVERTS**



**INVESTMENT  
WEBSITES**



**ADULT  
CONTENT**



**SPORTS  
INFO  
PLATFORMS**



**LOOT  
BOXES**

*It is not possible to choose what content is blocked, all gambling content will be blocked upon install.*

*It won't be possible to keep access access to poker or trading accounts for example.*

More Info: <https://gamban.zendesk.com/hc/en-us/articles/360001706234-What-does-Gamban-block->





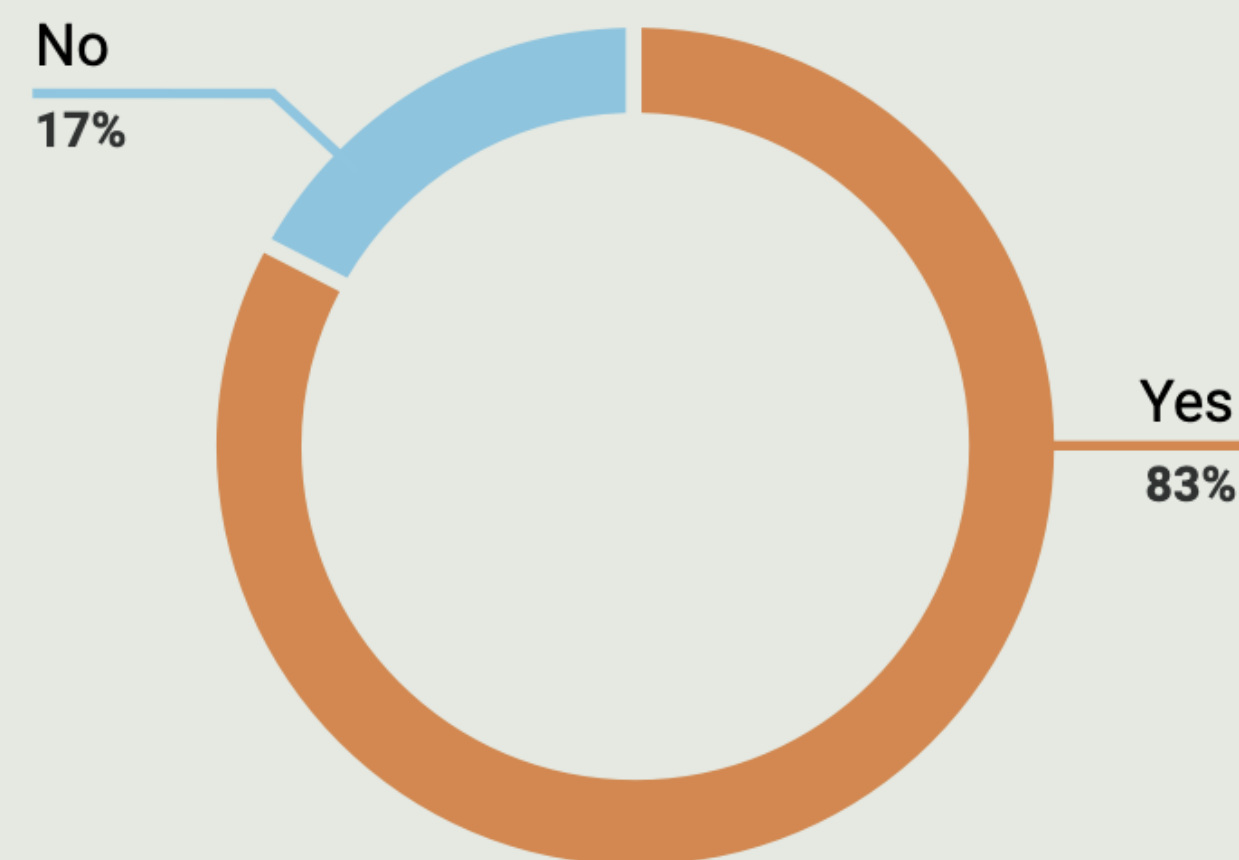
**This domain is blocked**



# Gamban's Impact

## User Views and Experiences

Do you find it more effective to use the methods in combination than to use them separately?



VITA

**Gamban's Impact**  
User views and experiences

Alexander Kallman and Clare Wyllie

10 December 2020



# Blocking Software

- **Accessible:** People know about and are confident to use the tool, and the barriers to uptake are minimised.
- **Effective:** The tool provides a barrier to online gambling opportunities, balanced against the impact on the device's everyday use.
- **Responsive:** The provider and its product respond to user needs.
- **Accountable:** There is good leadership and governance that ensures quality and safety.
- **Safe:** Users are not put at risk of harm that could be avoided.



## Fundamental standards for gambling blocking software:

Ensuring quality support for people impacted by difficulties with gambling

Alexander Kallman and Clare Wyllie

29 March 2021

A large teal graphic on the right side of the slide, consisting of a semi-circle on the left and a rectangle on the right. Inside the rectangle, the five standards are listed vertically in white text.

**Accessible**  
**Effective**  
**Responsive**  
**Accountable**  
**Safe**



# Blocking Software

**Appraisal period = December 2020 to July 2022**

Three Main Areas of Benefit Associated with the Use of Gambling Blocking Software:

- Reduction in the excess costs to Government and wider society systems, associated with problem gambling and gambling- related harm.
- Reduction in the financial losses experienced by users of blocking software.
- The value users place upon gambling blocking software



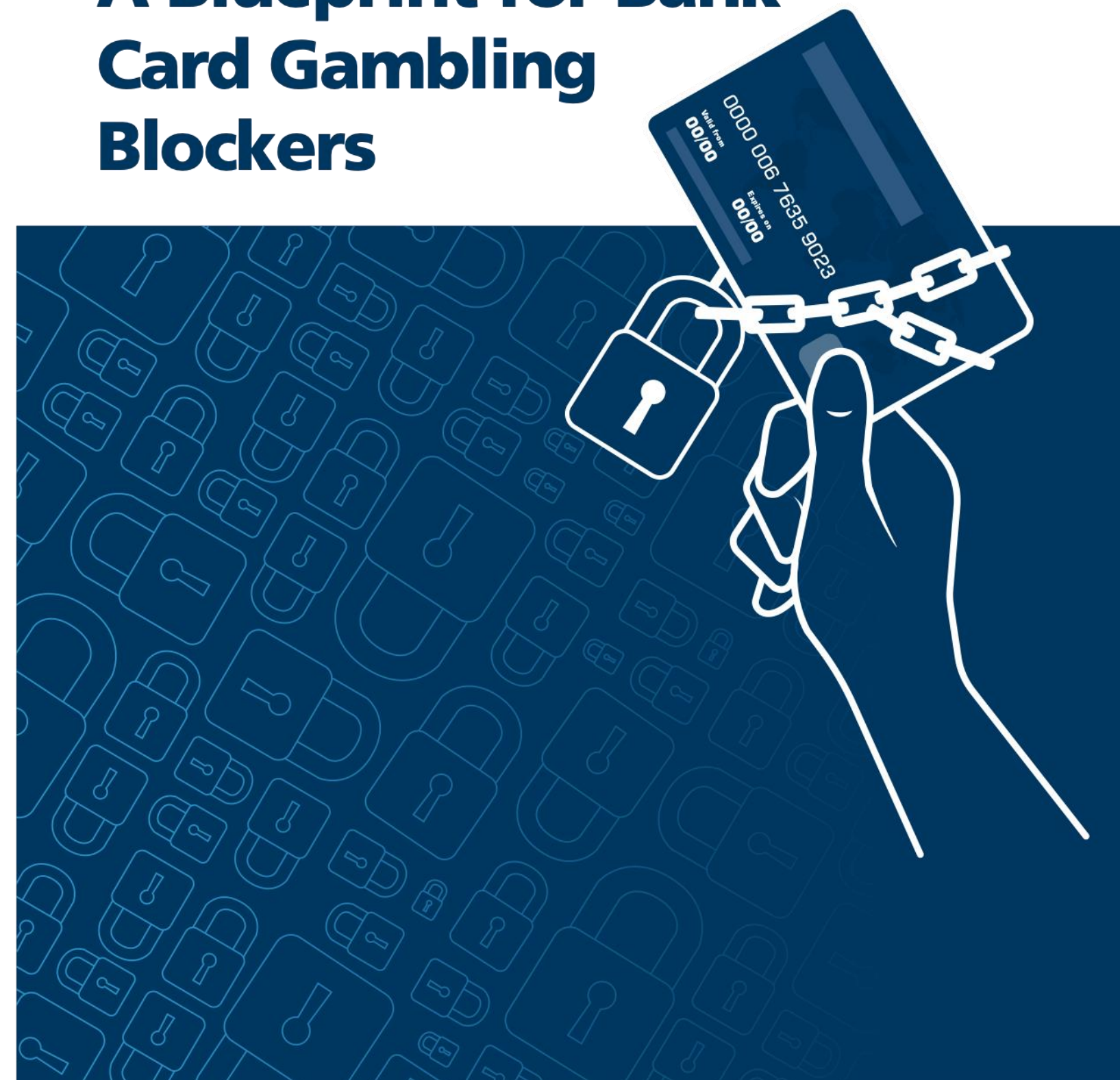
Value for Money  
evaluation of the  
blocking software  
element of the  
TalkBanStop  
campaign

**KPMG report for GamCare**

**8 December 2022**



# A Blueprint for Bank Card Gambling Blockers



Authors: Jamie Evans, Sharon Collard & Chris Fitch  
**JULY 2020**



University of  
BRISTOL

GambleAware®

UNIVERSITY OF BRISTOL  
PERSONAL FINANCE RESEARCH CENTRE

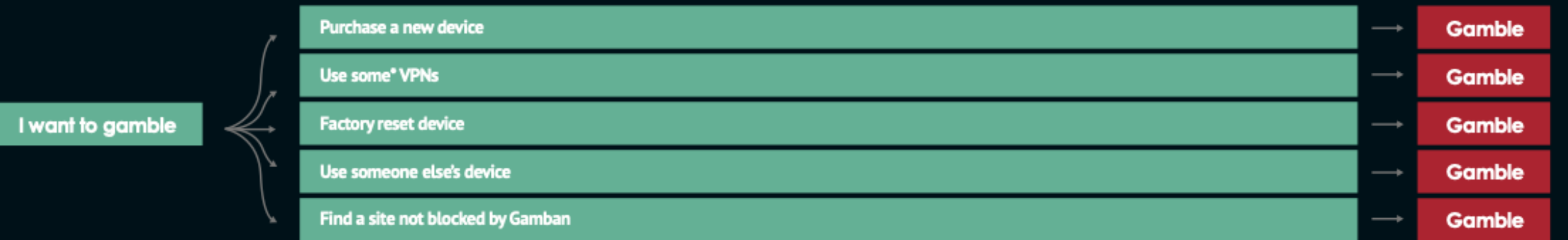


# Friction

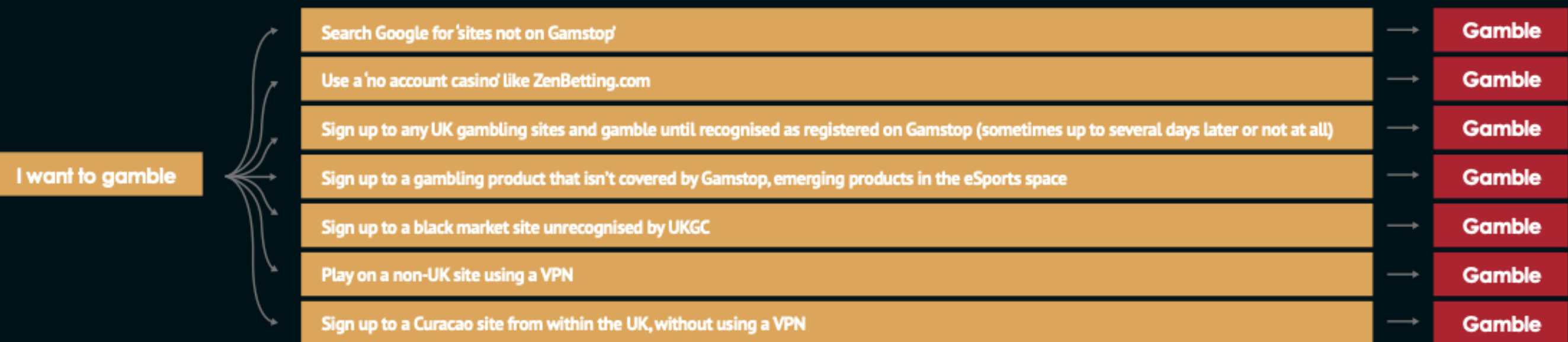
## Using none of the self-exclusion tools



## Using Gamban only



## Using Gamstop only



## Using Bank (transaction blocking) only





# Putting the Pieces Together

## UK Case Study





## Talk



Speak with a trained Adviser  
for information, advice, and  
support.

## Ban



Block your devices from  
accessing gambling websites  
and apps for free.

## Stop



Register to self-exclude from  
all UK gambling apps and  
websites for free.



**I STARTED MY  
RECOVERY WHEN  
THE ONLY THING  
LEFT TO LOSE  
WAS MY  
FAMILY.**

Your recovery starts with our helpline. Find out about self-exclusion and free blocking software.

**TALK  
BAN  
STOP.**

GamCare  
Gamban  
GAM STOP

TalkBanStop.com

NATIONAL GAMBLING HELPLINE  
**0808 8020 133**

**GAMBLING  
CONSUMED  
ME 24/7.  
NOW I'M OUT  
THE OTHER  
SIDE.**

Your recovery can start with our helpline. Find out about self-exclusion and free blocking software.

**TALK  
BAN  
STOP.**

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Gamban  
GAM STOP

TalkBanStop.com

NATIONAL GAMBLING HELPLINE  
**0808 8020 133**

**I CHOSE  
TO STOP  
GAMBLING  
WHEN I  
COULDN'T  
AFFORD TO  
ENJOY LIFE.**

Talk to us. Our helpline can help with self-exclusion and free blocking software.

**TALK  
BAN  
STOP.**

GamCare  
Gamban  
GAM STOP

TalkBanStop.com

NATIONAL GAMBLING HELPLINE  
**0808 8020 133**

**I KNEW  
I NEEDED  
HELP AFTER  
LOSING  
£2,000 IN  
35 MINUTES.**

Talk to us. We're here to help you. Call us to find out about self-exclusion and free blocking software.

**TALK  
BAN  
STOP.**

GamCare  
Gamban  
GAM STOP

TalkBanStop.com

NATIONAL GAMBLING HELPLINE  
**0808 8020 133**







# Ipsos Mori

## Final Evaluation of the TalkBanStop Pilot

April 2022

## Final Evaluation of the TalkBanStop Pilot

Christian Stow, Joe Wheeler, Sonja Schneuwly, Irene Soriano-Redondo, Olha Homonchuk, Nicola Moss





# Layering Friction

## Lessons from across the pond

- Importance of getting tools in place at the same time
- Combining tools and support
- What we've learnt from talkbanstop
- No wrong door
- Friction / layered
- Ambulance at top of a cliff
- Helpline advisor feedback meeting
- Funding
- Measuring







## National Gambling Helpline

GamCare operates the National Gambling Helpline, providing information, advice and support for anyone affected by gambling harms. Our Advisers are available 24 hours a day on Freephone 0808 8020 133 or via web chat.

Start



User contacts Helpline they receive support and are offered a free Gamban license via an 'easy registration' link



Signposting to bank blocking software and to GAMSTOP



On Gamban free license page the person enters personal info and requests license length, UK text check is conducted and they receive free license



Signpost to GAMSTOP

End

**Note:** If someone has organically come through to GamCare (or via GAMSTOP), they should not have the same registration page as Gamban Service Users. It should be the 'easy registration' link – without requiring further contact with GamCare.

## GAM STOP

GAMSTOP lets you put controls in place to restrict your online gambling activities.

You will be prevented from using gambling websites and apps run by companies licensed in Great Britain, for a period of your choosing.

Start



User visits the GAMSTOP website to register for self-exclusion



On the successful registration page, they receive a pop-up explaining the Helpline and Gamban



Signposting to Helpline to get support and obtain their Gamban license



Contact Helpline, they receive support and are offered a free Gamban license via an 'easy registration' link

Signposting to bank blocking software



On Gamban free license page the person enters personal info and requests license length, UK text check is conducted and they receive free license

End



## Gamban

If you or someone you care about has a gambling problem, you can rely on Gamban to be there if willpower slips.

Installing Gamban on your devices is easy, quick and we offer live support to help you.

Start



User visits Gamban website

'Sign-Up to receive support from the National Gambling Helpline and get Gamban for free'

When they click on this they see: "Chat now or phone Helpline yourself. If you don't get through, sign up to free trial today and then once you've spoken to Helpline, you can get extended for free"

They are then routed to the free trial sign up page where they can also book a Helpline call to extend

At the end of Day 7 of their trial they get a reminder to contact Helpline to extend for their free Gamban service



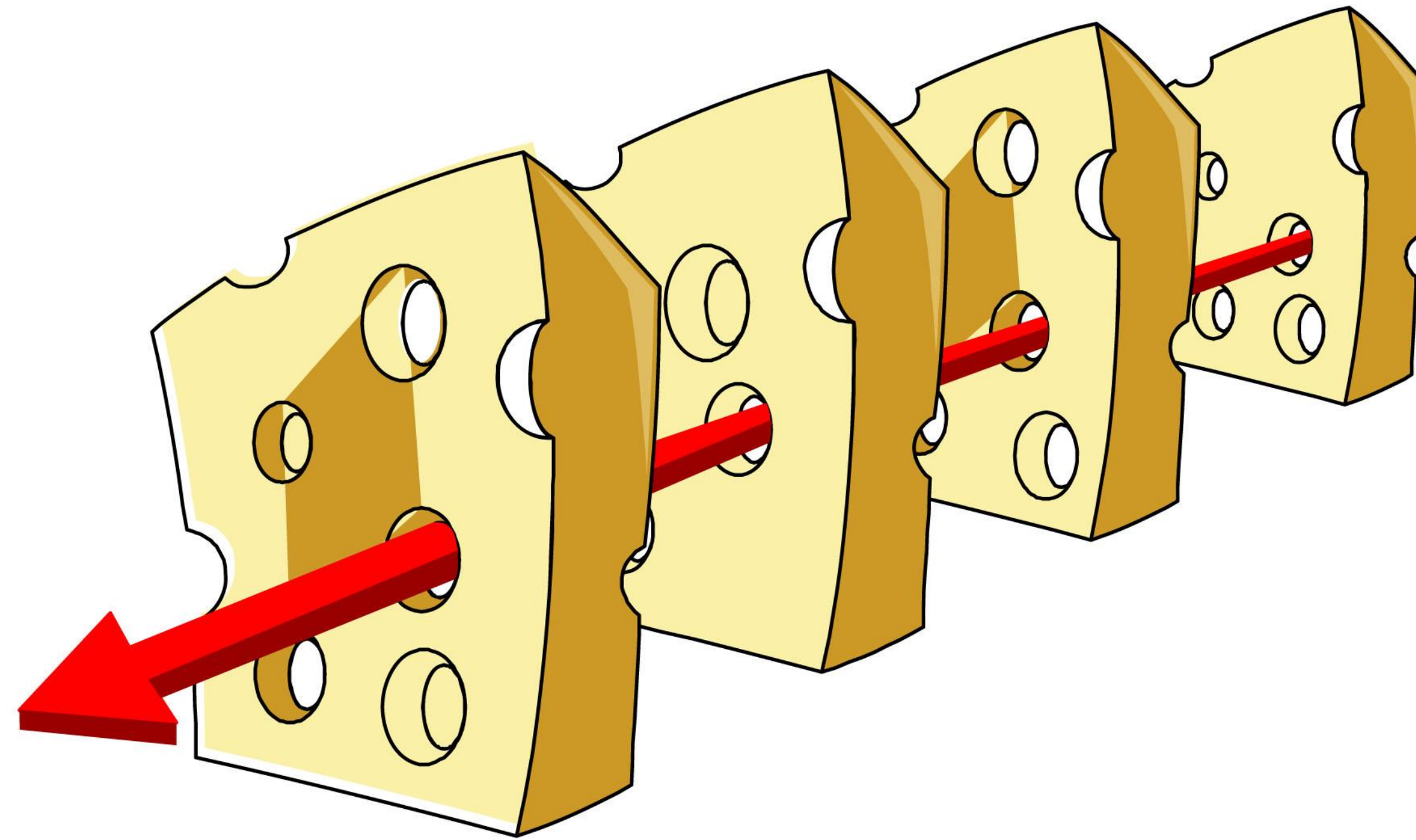
On the Gamban license signup page, a UK number check is conducted

After they've been in contact with Helpline they receive a custom link for their Gamban license

They receive a GAMSTOP reminder on their welcome email.

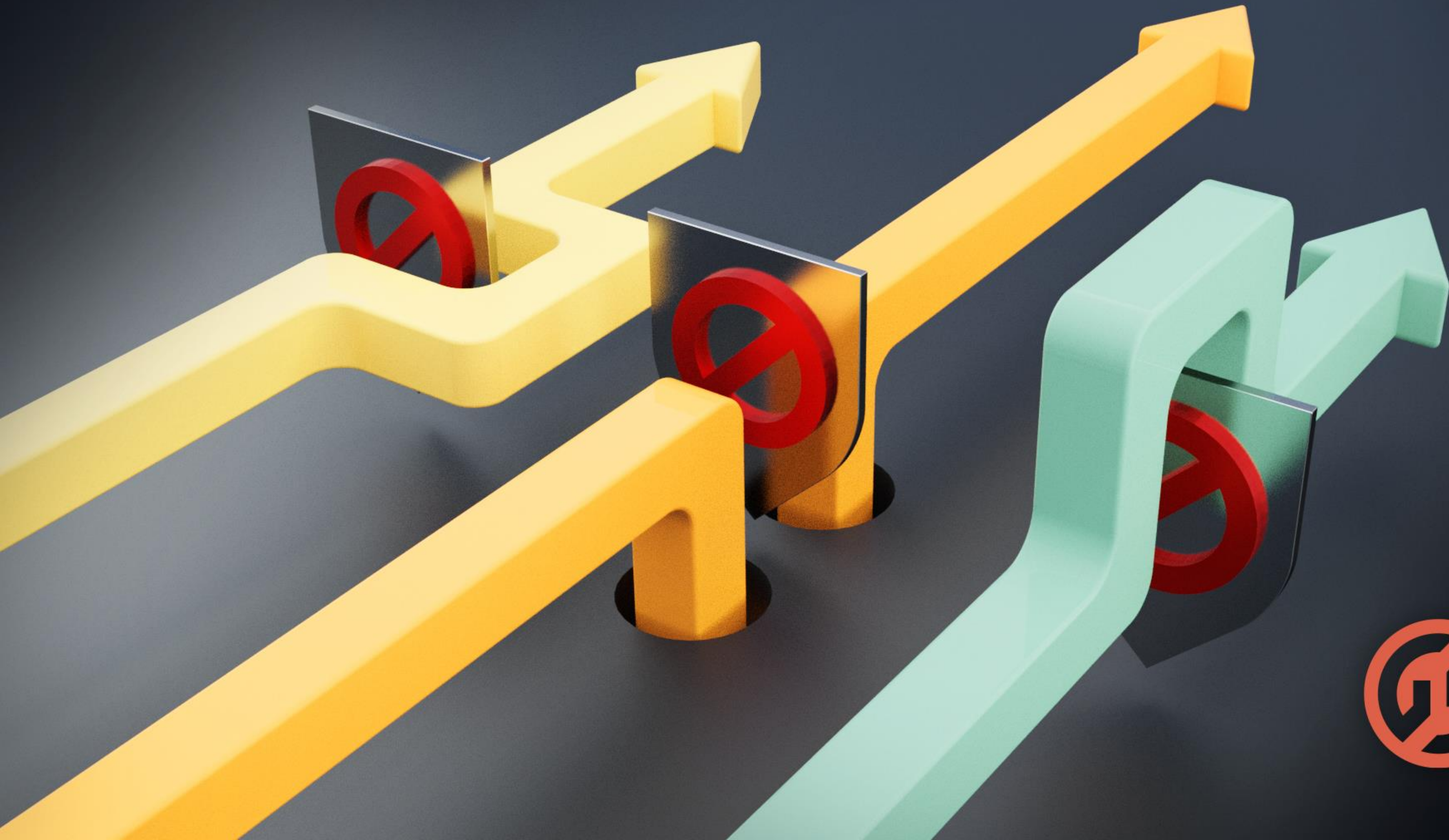
End





James Reason proposed the image of "Swiss cheese" to explain the occurrence of system failures, such as medical mishaps











April 2022

# Final Evaluation of the TalkBanStop Pilot

Christian Stow, Joe Wheeler, Sonja Schneuwly, Irene Soriano-Redondo, Olha Homonchuk, Nicola Moss















**Exit**













Join the conversation



playerprotection.com



Extra