1. Information and Consent

Yes

*1. Before you decide to take part in this research study it is important that you understand why this research is being undertaken and what will be required of you.

The Gambling Act 2005 places obligations on gambling organisations in terms of responsible gambling practices that they should adopt. As a user of a gambling website we would welcome your views on various aspects of responsible gambling.

This survey should take you around 10-15 minutes to complete and all responses will be anonymous. Please be as honest as you can in your responses as the information you provide may be used to help shape the regulation of internet and remote gambling across a number of jurisdictions. This is an area of importance and the study will be used to propose recommendations to make the use of remote gambling sites safer and more enjoyable.

After completing the survey you will be entered into a prize draw, offering you the opportunity to win an i-pad 2. Any information you provide will be strictly anonymous and all personal data will be deleted once the prize draw for the i-pad 2 has been made.

Do you wish to proceed? (if no, please close this window to exit)



1. V	What types of gambling do you regularly participate in (at least once a month)?
	Slot/Gaming Machines (Online)
	Video Poker (Online)
	Sports Betting and Horseracing (Online)
	Poker (Online)
	Blackjack (Online)
	Roulette (Online)
	Lottery (Online)
	Bingo (Online)
	Informal betting (e.g. with friends and colleagues) (Online)
	Betting on video games (Online)
	Slot/Gaming Machines (Offline)
	Video Poker (Offline)
	Sports Betting and Horseracing (Offline)
	Poker (Offline)
	Blackjack (Offline)
	Roulette (Offline)
	Lottery (Offline)
	Bingo (Offline)
	Informal betting (e.g. with friends and colleagues) (Offline)
	Betting on video games (Offline)
Othe	er (please specify)
	f you had just lost a significant sum of money when gambling online which of the
	owing would be the most likely outcome:
0	I would spend less money gambling
0	I would spend more money gambling
0	My spending would remain unaffected

3. On average, how of	ften do you ga	amble on the Interr	net?	
C 2-3 times per day				
Once a day				
C 2-3 times per week				
Once a week				
C 2-3 times per month				
Once a month				
C 2-3 times per year				
Annually				
Never				
4. Within the last 12 n	nonths, how o	ften Sometimes	Most of the time	Almost always
Have you bet more than	0	O	©	O
you could really afford to lose?				
Have you needed to	0	0	O	0
gamble with larger amounts of money to get				
the same feeling of				
excitement? When you gambled, did	0	O	0	0
you go back another day				
to try and win back the money you lost?				
Have you borrowed money	0	0	0	0
or sold something to get money to gamble?				
Have you felt that you might have a problem with	0	0	0	0
gambling?				
Has gambling caused you	0	O	O	0
any health problems, including stress or anxiety?				
Have people criticised	О	0	O	0
your betting or told you that you had a gambling				
problem regardless of whether or not you thought				
it was true?				
Has your gambling caused any financial problems for	O	O	O	0
you or your household?				
Have you felt guilty about the way you gamble or	0	0	0	O
what happens when you gamble?				
gambic:				

1. Please state to what extent you agree with the following statements about why you gamble on the Internet:

	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree or Disagree	Slightly Agree	Agree	Strongly Agree
To relax	0	0	0	0	0	0	0
It's exciting	0	0	0	0	0	0	0
To relieve boredom	0	0	0	0	0	0	0
To win money	0	0	0	0	0	0	0
To socialise	0	0	0	0	0	0	0
To take my mind off other things	0	0	0	O	0	0	0
To earn income	0	0	0	0	0	0	O
To compete with others (e.g. bookmaker, other gamblers)	0	0	0	O	0	0	0
To vent aggression in a socially acceptable way	0	0	0	0	0	0	O
It's fun	0	0	0	0	0	0	0
To be mentally challenged	0	0	0	0	0	0	O
To do something I enjoy for a change	0	0	0	O	O	0	O

2. Please select the response you believe to be most accurate regarding the relationship between Internet gambling and problem gambling:

0	Internet gambling creates a lot more gambling-related problems than land-based gambling
0	Internet gambling creates slightly more gambling-related problems than land-based gambling
0	Internet gambling creates no more or no less gambling-related problems than land-based gambling
0	Internet gambling creates slightly less gambling-related problems than land-based gambling
0	Internet gambling creates a lot less gambling-related problems than land-based gambling

	la a financial	_		of Internet gan	_
he level of harm (Considerably	Social, nealth			Considerably reduce
	increases harm	harm	No impact on harm	Slightly reduces harm	harm
Convenience	0	0	0	0	0
Privacy and anonymity	0	\circ	O	O	O
Availability of higher ackpots	0	0	0	O	0
Availability of better odds	0	0	0	O	O
aster games	O	0	O	0	0
The fact that you are not olaying with actual cash out e-cash (i.e. there is no ohysical transaction of cash)	O	O	C	О	O
You can play more than one game at a time	0	0	O	O	O
t is not as exciting as and-based gambling	O	O	O	O	O
There are better tools to nelp you gamble safer	0	0	0	O	0
Promotions	0	0	0	0	\circ
		▼			
. What aspects o	f Internet gam	bling are mos	t likely to redu	ce the level of l	harm
i. What aspects o	_	bling are mos	t likely to redu	ce the level of I	harm
_	_	bling are mos	t likely to redu	ce the level of l	harm
_	_	abling are mos	t likely to redu	ce the level of l	harm
experienced by a	player?		-		
experienced by a s. On average, ho nternet?	player?		-		
experienced by a 6. On average, ho nternet?	player?		-		
experienced by a s. On average, ho nternet?	player?		-		
experienced by a 6. On average, ho nternet?	player?		-		
experienced by a 6. On average, ho nternet?	player?		-		
experienced by a 6. On average, ho nternet?	player?		-		
experienced by a 6. On average, ho nternet?	player?		-		
experienced by a 6. On average, ho nternet?	player?		-		
experienced by a 6. On average, ho nternet?	player?		-		
experienced by a 6. On average, ho nternet?	player?		-		
experienced by a 6. On average, ho nternet?	player?		-		

Players demons	strating 'problems with their gambling' should have their accounts terminated.
Players demons	strating 'problems with their gambling' should not be interfered with.
	strating 'problems with their gambling' should continue playing but should have access to tools (on a VOLUNTARY naintain control when gambling.
	strating 'problems with their gambling' should continue playing but should have access to tools (on a MANDATORY naintain control when gambling.
None of the above (pl	ease specify)
	cribe any changes you would like to see made to reduce potential harm i
gambling gan	nes?
)	
•	mation that operators hold regarding your account, on which of the lad you like to receive information? (choose all that apply)
_	t risk of developing gambling problems
_	I already have gambling problems
	cumstances does my behaviour become problematic
_	red suggestions for how to control my gambling
Other (please specify)	
Other (please specify)	

1. How would you rate the following sites with regards social responsibility?

*NB Social responsibility relates to how honest the operator is with the customer; the extent you feel the operator has your well-being at heart; the extent you think the operator provides tools and information to help you manage how much you spend; and generally provides an open, transparent and fair gambling environment. Please only rate those sites that you have used.

	Very Irresponsible	Quite Irresponsible	Quite Responsible	Very Responsible	Don't Know
Bet365	0	O	O	0	0
Betfair	0	0	0	O	0
Ladbrokes	0	0	O	0	0
William Hill	0	0	0	0	\circ
Coral	0	0	0	0	0
BetFred	0	0	0	0	0
Partygaming	0	0	0	0	0
888.com	0	0	0	0	O
PaddyPower	0	0	0	0	0
Skybet	0	0	0	0	0
Victor Chandler	0	0	0	0	0
Sporting Bet	0	0	0	O	O
Pokerstars	0	0	0	0	0
Full Tilt	0	0	0	O	O
Unibet	0	0	0	0	0

2. To what extent do you agree with the following statements regarding your							
perceptions of how	_	oling web	sites are?				
	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree or Disagree	Slightly Agree	Agree	Strongly Agree
Online gambling sites have an on/off switch that can turn the software in favour of the operator	O	0	0	0	0	0	О
Online gambling software is fair	0	0	O	O	O	O	O
Online random number generators are used to determine the outcome of games	0	0	0	0	О	O	О
Terms and conditions for bonuses are fair	0	0	0	0	O	0	O
Terms and conditions for bonuses are clearly communicated	0	O	0	0	O	O	Ō
Terms and conditions are necessary to ensure some players do not abuse the bonus system	O	0	0	O	0	O	0
Internet gambling sites are open and honest regarding the terms of conditions of gambling on their site	O	0	O	0	O	0	О
The main priority for customer service staff is to keep customers happy so they keep spending money	O	O	0	O	0	0	0
Play-for-free versions of a game should be exactly the same as the real version	O	О	О	О	0	C	O
Gambling operators should not design games using characteristics they know to be addictive	O	O	0	O	0	O	0
Reducing the risk in a game will make a game boring	0	0	O	O	0	0	O
Having detailed information on my gaming and betting choices is useful	O	O	O	O	0	O	0
A gambling game CANNOT be low risk and fun to play at the same time	O	0	0	0	0	O	O

1. To what extent do you agree with the following statements regarding codes of conduct of gambling websites?

	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree or Disagree	Slightly Agree	Agree	Strongly Agree
Age verification is effective ensuring only those over 18 can play	O	O	O	0	O	0	O
It is easy to get around the self-exclusion system for any one site (self-exclusion being where a player requests to be denied access to a site for a specified period of time)	C	O	С	С	С	C	O
Self-exclusion is ineffective since players can simply choose to play at another site	0	0	0	O	О	0	0
For self-exclusion to work all sites need to co-operate to have an industry-wide 'self- exclusion' system	O	О	0	C	С	O	О
Internet gambling websites should provide information regarding how to spot problem gambling	O	С	C	С	С	O	О
Internet gambling websites should provide information regarding where to get help	O	0	O	O	O	O	O
Internet gambling websites should provide options for players to limit how much time they can spend	0	0	0	O	O	O	0
Children should be permitted access to play-for- free versions of a gambling game	0	O	0	O	O	O	O
Gambling operators should hold regular meetings with regulators regarding how they plan to protect players	0	0	0	O	0	O	0
In relation to player protection and social responsibility, gambling operators should NOT be held accountable to regulators provided they are operating within the limits of the law	0	0	C	O	C	O	0

2. To what extent do you agree with the following statements regarding how you manage your own gambling activity? Strongly Slightly Neither Agree Slightly Agree Disagree Agree Strongly Agree Disagree Disagree or Disagree 0 0 0 0 0 0 0 I have been informed of the importance of responsible gambling by each site I use I have been encouraged to 0 0 0 0 0 0 0 set a responsible credit limit on each site I use 0 0 0 0 0 0 As a player I would like to receive information about how I play I should get information 0 0 0 0 0 about how I play regardless of whether or not I request it 0 0 Player statements or transaction histories are easy to find on the sites I use 0 0 0 0 Having detailed information 0 0 0 on how much money I have spent would be useful 0 0 0 0 0 0 Having detailed information on how much time I have spent would be useful 0 0 0 0 Information providing 0 0 0 support for those worried about their gambling should be placed in a prominent position on the website 0 0 Internet gambling websites should provide options for players to limit how much money they can spend 0 0 0 0 0 0 0 Providing limits for players will never work because players can simply move to another site where they currently have no limits imposed If I reached a self-imposed 0 0 limit I would NOT immediately switch and continue playing at another site I would welcome being 0 0 0 0 0 0 0 approached if a gambling operator thought I had a problem with my gambling Information on responsible 0 0 gambling is covered sufficiently during the registration process 0 0 0 0 I feel confident about where to find information on responsible gambling

1. To what extent do you agree with the following statements regarding how gambling operators help you to manage your gambling activity?

	Strongly	, ,	Slightly	Neither Agree			
	Disagree	Disagree	Disagree	Neither Agree or Disagree	Slightly Agree	Agree	Strongly Agree
Clear information is provided regarding how games work	О	O	O	0	O	0	O
Information regarding how games work is hard to find	0	O	O	O	O	0	0
Internet gambling sites tell their players their chances of winning on each game	0	0	0	0	O	0	0
Internet gambling sites are misleading about my chances of success	0	O	O	O	O	0	0
Internet gambling sites provide clear and easy to understand options for checking how much I have won or lost (net expenditure)	С	О	С	С	С	©	C
Customer service staff should be trained to recognize signs of problem gambling	O	O	O	O	O	O	O
Customer service staff should take action if they see signs of problem gambling	0	O	O	O	0	O	O
Terms and conditions for bonuses are deceptive	0	0	0	0	0	0	O
Gambling operators should analyse player behaviour patterns to identify problem gambling	0	O	0	O	O	O	O
Gambling operators should allow researchers to have access to the player information so that they can better understand problem gambling	O	0	O	C	C	O	O
Gambling operators should co-operate with stakeholders (e.g. researchers, government, charities) in order to advance our understanding of player behaviour	С	C	С	С	C	C	C
Gambling operators should not be under any obligation to do research other than to advance their own commercial objectives	O	O	O	O	O	O	0
When I have spoken to customer services staff they seem to know about issues related to problem gambling	0	O	0	0	O	0	C

When I have spoken to	0	0	0	0	0	0	0
customer services staff they							
put my welfare first							

1. V	Which of the following continents would be your most frequent holiday destination?
0	Antarctica
0	Africa
0	Europe
0	Asia
0	North America
0	South America
0	Australia
2. V	What is your ethnic background?
0	White - British
0	White - Irish
0	White - Scottish
0	Irish Traveller
0	Other White background
0	Black/Black British - Caribbean
0	Black/Black British - African
0	Other black bacground
0	Asian/Asian British - Indian
0	Asian/Asian British - Pakistani
0	Asian/Asian British - Bangladeshi
0	Chinese
0	Other Asian background
0	Mixed - White and Black - Caribbean
0	Mixed - White and Black - African
0	Mixed - White and Asian
0	Other Mixed Background
0	Other Ethnic Background
0	Not Known
Othe	er (please specify)
3. /	Are you?
0	Male
0	Female

4. How old are you?
5. Are there any other comments you wish to make? If yes please complete the box
below
6. If you are interested in entering the prize for an i-pad2 please enter an email address
where you can be contacted. The winner of the i-pad2 will be contacted before 31st May
2011. All addresses will be deleted after the draw and will not be used for any other purpose.