

GambleAware

GambleAware Lived Experience Council 2024 Recruitment

Information Pack

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Introduction

We are delighted to announce the **recruitment of new Lived Experience Council members**, as part of GambleAware's proud commitment to engage with communities of people who have experienced gambling harms.

The Lived Experience Council was first launched in the summer of 2022 and is comprised entirely of people with direct lived experience of gambling harms, as well as those who are indirectly impacted by others' gambling harms, to share their expertise and experience and to inform GambleAware and its Board of Trustees.

"It's a privilege to have the opportunity to lead GambleAware's Lived Experience Council. My ambition is to help continue to build learning around this often-misunderstood addiction and lead a call to action for a more universal and aligned approach to the prevention and intervention of gambling harms across Great Britain...I am proud to be part of this ongoing effort with GambleAware and exceptionally grateful to help guide plans for the charity which has helped improve the lives of families like mine"

Nicola Jaques, LEC Chair

About GambleAware

GambleAware is the leading independent charity (Charity No. England & Wales 1093910, Scotland SC049433) and strategic commissioner of gambling harm education, prevention and treatment across Great Britain to keep people safe from gambling harms.

GambleAware commissions the National Gambling Support Network (NSGN), which in its first year provided support to over 28,000 people via brief interventions (conversations of 20 minutes or more). Last year there were 52,370 contacts made with the NSGN helpline (both telephone calls and online chats). GambleAware is independent and evidence-based, with a robust governance process in place to ensure the industry has absolutely no input or influence on our work.

For more information about GambleAware and the activities of the Lived Experience Council, please take a look at the [2022/23 Annual Report](#).

Organisational Strategy and Strategic Framework

In April 2021 GambleAware published a new [Five-year Organisational Strategy](#). This outlined the four commissioning objectives the charity will deliver against over the coming years to help prevent gambling harms:

- Increase awareness and understanding of gambling harms;
- Increase access to services and reduce gambling harm inequalities;
- Build capacity amongst healthcare professionals, social prescribers, debt advisers, faith leaders, community services and others so they are better equipped to respond to gambling harms;
- Improve accessibility and effectiveness of the National Gambling Treatment Service.

GambleAware's organisational strategy explicitly commits to 'invest in the development of lived experience networks, ensuring representative diversity and democratic infrastructure allowing networks to speak with a representative voice and to be sustainable and accountable to their membership. [To] Use the expertise within the network to inform our commissioning approach and ensure we are accountable to the very communities our commissioning serves.'

In 2023, with key input from the Lived Experience Council, GambleAware developed a **Strategic Framework**, which embeds a public health approach and informs our commissioning decisions. The framework encompasses the strategy to drive forward a coordinated whole systems approach, while keeping a focus on individual need and acknowledging the impact of gambling harms on families, communities and society.

At the core of this Strategic Framework, GambleAware has identified **5 long-term outcomes**, which will collectively lead to a society safe from gambling harms. These are:

1. Increase the awareness and understanding of the risks of gambling and its harm across the general population.
2. Prevent gambling harm amongst individuals and communities at greater risk of experiencing it.
3. Prevent the escalation of gambling harm.
4. Ensure individuals and communities receive a broad range of appropriate services.
5. Reduce the legacy of gambling harm.

About GambleAware Lived Experience Council

The Lived Experience Council was established by the GambleAware Board of Trustees and has a responsibility to the Board.

The Council plays a key role in ensuring GambleAware's strategy enables the charity to meet the needs of our beneficiaries, ensuring that communities of people with lived experience of harms associated with gambling in Great Britain are able to provide expert advice to GambleAware's activities, programmes and strategic development.

The Council's key responsibilities are:

- Provide strategic advice and make recommendations to inform GambleAware's strategy and activity through their knowledge and expertise as individuals with lived experience.
- Draw attention to issues of significance and importance of affected groups, ensuring the experiences of affected groups are communicated and understood by GambleAware staff and stakeholders and others (with the support of the GambleAware team).
- Provide insight and understanding of what resonates with LE community, helping identify and understand GambleAware's audiences.
- Act in pursuance of GambleAware Charitable Objectives.
- Horizon-scan challenges and opportunities of the constantly evolving landscape within which GambleAware operates.

You can read more about the LE Council and how GambleAware engages with the Lived Experience Community [here](#).

Membership

The LEC consists of up to 12 members, including a Chair.

The term of office is 3 years, and it can be renewed once for a further 2 years (maximum of 5 years in total).

We encourage applications from individuals from groups that are disproportionately affected by gambling harms, currently underrepresented and from minority communities, as well as from young people in the 18-25 age group.

One of the current LEC members, reflecting on the first 12 months of LEC activities, shared:

'When I joined the LE Council, I was not sure what to expect, but I was excited to get involved. I have learnt a great deal about the sector and the amazing work and support that GambleAware provide for the lived experience community of gambling harms. Since becoming a LEC member, I have been involved in many of the projects and workstreams supporting the work of GambleAware, and the knowledge I have learnt has been invaluable. It has given me a platform to elevate my voice and given me confidence to feel that my contribution is valid and makes a difference. I feel that I am not only part of the Lived Experience Council, but part of the GambleAware team and part of a family. Right from the start I was made to feel welcome and there is a real sense in the council of looking out for each other and ensuring we are all in a good place. I feel in the LE Council I can be myself, ask questions and not be judged.'

Eligibility criteria

In order to qualify for the LEC you must:

- Reside in England, Wales or Scotland;
- Be 18 years old or over;
- Have lived experience of gambling harms;
- Be more than 6 months in recovery (this applies only to those who experienced gambling harms due to their own gambling, e.g. this does not apply to applicants identifying as 'affected others');
- Not work – either paid or unpaid - for the gambling industry;
- Not receive (yourself or the business you may be a director of or have a financial interest in) LCCP RET funding (gambling operators' contributions). To note this does **not** apply to employees below Director level or to consultants of organisations directly receiving RET funding, or to employees and consultants of organisations being awarded RET funding via GambleAware;
- Not be employed by GambleAware or be a Trustee of GambleAware.

Please note: LE Council members may also be members of other lived experience groups. However, in line with the information outlined in the 'Conflict of interest' section, please note that LEC members who are also part of other groups may at times be asked to step out of the room for certain agenda items where a conflict of interest may be present. Following this, participation would continue as normal.

Overview of the planned work

The LEC have approx. four meetings a year, on average once per quarter.

The LE Council meetings are primarily in person at the GambleAware Office in London. The costs associated with travel for LEC meetings will be covered by GambleAware. While the preference is for in-person meetings, we acknowledge it may on occasion not be possible for members travel for the LEC meetings. In this instance arrangements will be made to attend the meeting online.

A week prior to each meeting, a meeting pack will be circulated by email, containing all the papers to be read ahead of the meeting.

Prior to joining their first LE Council meeting, the new members will be asked to attend some training and induction sessions. We are also implementing a mentoring system, where the new LEC joiner will be buddied up with a current LEC member throughout the induction period and first few weeks in the post.

Members may be required to do additional days/work outside meetings and to take part in subgroups to contribute to activities of strategic relevance across GambleAware. These subgroups may meet online or require occasional additional travel to the GambleAware office. Opportunity for contributing to these workstreams come up throughout the year, depending on the organizational need and on LEC priorities. Further details will be discussed as part of the induction sessions and following LE Council meetings.

One of the LEC members who joined the LE Council in 2023, shared:

“Knowing I was joining the Panel later than most other members, I was a little apprehensive about joining an established group that was familiar with the work they were already heavily involved with. However, I immediately felt welcomed and at ease, with absolutely no sense of pressure or expectation to get up to speed. I was able to familiarise myself with all the projects at a comfortable pace.”

Co-production approach

A collaborative approach to shared ownership is key to the LEC.

For example, the Terms of Reference, Safeguarding Approach and Meeting Etiquette have been developed and refined with current LEC members, together with GA staff involved in / responsible for governance across the organisation.

Please refer to the FAQ session for more information on the application and relevant policies.

The role of Lived Experience Council members

Values and Behaviours

- Diversity of experiences, views and opinions is welcome and seen as a strength.
- Everyone has an equal opportunity to participate and to be heard.
- A collaborative approach to working together is key to achieve positive outcomes.
- Everyone is accountable for their behaviours, is respectful of others and courteously talks through disagreements.
- It is always OK to ask for support and help.

What you will do with the LEC

- Work collaboratively with other LE Council members to represent the views of groups affected by gambling harms.
- Agree and contribute to a workplan for the LE Council to inform GambleAware's strategic planning and development, together with other LE Council members and the GA involvement team.
- Support shaping a wide range of GambleAware activities through recommendations and advice.

What you will bring to the LEC

- Insights and advice based on your own lived experience of gambling harms.
- Constructive comments and feedback to contribute to the LEC meetings, objectives and workplan.
- Expertise in other areas relevant to the work of GambleAware is also welcome.
- An understanding of corporate governance (the mechanisms, processes and relations by which organisations are directed and controlled) or a willingness to learn through training offered by GambleAware.

The skills you need

- Time management skills: being reliable and organized when completing agreed tasks and being open to reaching out for further support from the Chair or GA staff, if needed.
- Computer skills: being able to access emails on a regular basis, to share and review documents online, and to participate in online meetings when needed.
- Communication skills: being able to share and clearly articulate your views, and to apply effective listening skills when working with others; being able to talk about your lived experience of gambling harms within the confidentiality of the LEC and in a way that you feel comfortable with.
- Teamwork skills: being able to work together in a group setting even when there may be disagreements with views expressed by other team members, maintaining a willingness to positively contribute to group discussions.

Selection timeline

- Call for applications launched on **Wednesday, 18th September 2024**.
- An online Q&A and Information session will be held on **Tuesday 8th October 2024, 12 - 1pm**, to attend please [pre-register here](#).
- The closing date for applications is **12pm on Wednesday 16th October 2024**. To apply, please complete [this online Application form](#).

- Applicants will be notified by **Wednesday 30th October 2024**, if they have been invited to the interview stage.
- Interviews will take place on **Wednesday 20th and Thursday 21st November 2024**, where possible at the GambleAware office in London.
- Interview outcomes will be communicated by **Friday 22nd November 2024**.
- Induction and training for the new Council member will take place on **Tuesday 3rd December 2024** at the GambleAware Office. While preference is for in-person attendance, if this is not possible we can make arrangements for members to join remotely. Following Induction and Training on Tuesday 3rd December 2024, new LE Council members will have the opportunity to attend the GambleAware Conference, which will be held on **Wednesday 4th December 2024** at the Kings Fund. (Preference for in-person attendance but again if this is not possible there will be an option to join remotely).
- New members will be joining their first LEC meeting on **Thursday, 23rd January 2025**, again preferably in person at the GambleAware office in London.

Conflict of interest

LEC members will be asked to fill in a declaration of interest form.

If a LEC member has a conflict of interest on an agenda item in a council meeting, the person will be asked to leave the meeting for the duration of that discussion.

Additional information

- a. **Can I apply again, if I already applied in previous rounds of recruitment but at the time my application was not successful?**

Yes, you can apply again, as long as you meet the eligibility criteria.

- b. **What will the interview be like?**

The interview will be structured as an informal conversation with a small group of GambleAware representatives. This will include current members of the LEC, a Trustee and a couple of GA staff members. You will be asked a few questions for the panel to get to know you and to hear more about your interest and suitability for the role, and you will also have the opportunity to ask questions to the panel.

On the day of the interview, you will have the opportunity to speak to some of the current LEC members, for an informal conversation.

The interview will last approximately 1 hour. We are hoping to hold interviews in-person at our London office (in Holborn), and travel costs will be reimbursed. However, if travelling was to be a barrier, or if the pre-set interview dates of November 20th and 21st 2024 did not suit you, please do let us know and we will look into alternative arrangements.

c. Remuneration and reimbursement policy

You can find GambleAware's policy on remuneration and reimbursement of expenses for the involvement of people with Lived Experience [here](#).

Please note that LEC members can choose between 3 remuneration options: to be self-employed, to be on GambleAware's payroll as casual workers, or to act as volunteers. More details on these options and on our approach to the reimbursement of expenses can be found in the policy.

d. What development opportunities will GambleAware offer you?

We want to encourage the involvement of a wide range of people from different backgrounds and different levels of knowledge and expertise, and within that we recognise that there may be need for development opportunities. GambleAware will provide relevant training and mentorship opportunities for all LEC members: for example, some training and upskilling sessions will be offered as part of the LEC Induction process for LEC members, and additional opportunities will be identified throughout the year.

e. What support will be available?

The wellbeing of Lived Experience representatives is of paramount importance for GambleAware. The LEC has co-produced with GambleAware a bespoke paper outlining its approach to supporting the wellbeing of LEC members. The LEC also co-produced in autumn 2022 a Meeting Etiquette paper, to address shared working practises, to ensure that everyone contributing to this work can do so safely.

As mentioned earlier in this pack, we are also implementing a mentoring system, where the new LEC joiner will be supported by a current LEC member throughout the induction period. This will include also support in familiarising yourself with the LEC meeting pack: this papers pack can be quite lengthy and could require

approx. 2 hours for reading and preparation ahead of each meeting, but support will be provided to work together on any queries you may have on this.

f. How is this different from the expression of interest for Lived Experience Involvement opportunities across GambleAware's wider work?

The LE Council provides the Board with expert independent advice regarding GambleAware's activities, programmes and strategic development. Membership to the LEC lasts for 2 years.

Lived Experience representatives who [sign up](#) to hear about [involvement opportunities in GambleAware's wider work](#) will make no initial time commitment. A range of one-off opportunities will be emailed throughout the year, with a variety of ways to contribute to day-to-day work, for example:

- Contributing to focus groups and workshops to help us develop aspects of our programmes and project, for example by providing comments when identifying priorities for our work and by offering feedback on ideas for new projects.
- Offering feedback on documents such as project briefs and evaluation reports or other project-related documentation, so to help us reviewing them before they are shared with the wider public.
- Completing online surveys to share your lived experience perspective on areas relevant to the GambleAware portfolio of projects.

g. Can I apply to the LEC while also signing up to the community of Lived Experience representatives for one-off involvement opportunities?

Yes, you can do both! However, please note that if you are successful in your application to the LEC, you might not be able to contribute to other short-term involvement opportunities at GambleAware. This is due to the need of LE Council members to maintain an independent strategic oversight of all GambleAware's activities.

h. What if English is not my first or preferred language? Can I complete the application form or participate in the interview in my preferred or first language?

English is the primary language in which LEC business is conducted. As part of GambleAware's commitment to Diversity, Equality and Inclusion, we are encouraging applications from individuals from a wide range of

backgrounds. If there are any arrangements or adjustments you would like to discuss, [please get in touch with us to discuss this.](#)

Get in touch

For any questions, or if you have troubles accessing the files embedded in this document, please contact us by emailing Involvement@gambleaware.org.
