

GambleAware

DATE: 22 March 2019

REVISED: 10 May 2019

CALL FOR EXPRESSIONS OF INTEREST

PROJECT: Lived experience – including people with lived experience in understanding, raising awareness and addressing gambling-related harms

INTRODUCTION

GambleAware is the leading charity in the UK committed to minimising gambling-related harm. As an independent national charity funded by donations from the gambling industry, GambleAware funds education, prevention and treatment services and research to inform action.

Gambling-related harms affect individuals, families, friends and communities. People with lived experience of gambling-related harms are critical to understanding and raising awareness of the issues, identifying research priorities, informing policy and the design of harm minimisation programmes – and ultimately to driving change.

The overall goal of this project is to contribute to the inclusion of people with lived experience of gambling-related harms in understanding, raising awareness of and addressing harms.

The specific objectives of this project are to:

- A. Contribute to the development of sustainable groups, networks or mechanisms for the inclusion of people with lived experience in research and action to address harms
- B. Gather, analyse and illuminate the lived experience of people affected by gambling-related harms – across the range of people, experiences and harms
- C. Produce resources and engagement tools that communicate insights from those with lived experience, to be used to raise awareness and inform action

People with lived experience will be involved in the design, implementation, monitoring and evaluation of the project.

This brief is aimed at individuals or teams that have the skills and experience to contribute in some way to the project. See below the variety of ways you could be involved. We do not expect individuals or teams to be able to deliver on all components of the project. We also recognise that individuals' capacity may differ enormously.

The project will require flexibility and adaptability from all individuals and teams.

OVERVIEW OF THIS CALL FOR EXPRESSIONS OF INTEREST

This call for Expressions of Interest contains information that potential applicants need to submit their interest.

It includes:

- A. Background to the project**
- B. Summary of the project**
- C. Options for involvement and skills and experience sought**
- D. Overview of the expression of interest process**
- E. Co-design, implementation, monitoring and evaluation arrangements**

A. BACKGROUND OF THE PROJECT

A priority of GambleAware, the National Responsible Gambling Strategy and supporting research programme, is to increase public engagement and especially those with lived experience. There is acknowledgment that those with lived experience are not systematically involved and this project contributes to this priority.

A further priority is a better understanding of gambling-related harms and its impact on individuals, families, communities and society. This moves away from 'responsible' gambling, which frame the issue as a problem an individual has with their own gambling. This project forms one component of a wider programme on gambling-related harms.

B. SUMMARY OF PROJECT

The overall goal of the project is to contribute to the inclusion of people with lived experience of gambling-related harms in understanding, raising awareness of and addressing harms.

The specific objectives are:

- A. Contribute to the development sustainable groups, networks or mechanisms for the inclusion of people with lived experience in research and action to address harms
- B. Gather, analyse and illuminate the lived experience of people affected by gambling-related harms – across the range of people, experiences and harms
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The project aim to show the range of harms, the interconnections between harms, and interactions between the individual, industry, socio-economic context and harms. It will also illustrate the diversity of individuals and affected others (e.g. family and friends) who experience harms and the impact on those in wider social networks and community, such as co-workers or employers. It should also appropriately reflect the diversity of gender, ethnic and cultural backgrounds, age and socio-economic status, with attention to including seldom heard groups.

The project will also learn from those whose work involves supporting people experiencing harm, such as providers of specialist gambling treatment, or those who might come into contact with gambling-related harms through their work, such as charities or community workers, health and social care or education providers and staff of gambling operators

We envisage that the resources produced through this project will be used by a number of different actors from charities to policy makers to educators to treatment and service providers.

The indicative timeframe is July/August 2019 – July/August 2021. Interim stages and outputs will be agreed at the co-design phase of the project.

The total indicative budget for this project is £600,000 (including all components as described above).

The budget will be allocated in the co-design stage of the project. We will pay a per diem and reimburse reasonable costs for participation in this process.

Subsequent budget may become available for the further development and sustainability of groups, networks or other mechanisms for the involvement of people with lived experience.

C. OPTIONS FOR INVOLVEMENT AND SKILLS AND EXPERIENCE SOUGHT

There are multiple ways you might like to be involved in the project. Options for involvement include:

1. Act in an official advisory capacity eg. Be on an advisory panel
2. Contribute to the design of the project eg. Contribute your ideas at the beginning of project and/or participate in co-design workshops
3. Share your story eg. Talk to the researchers about your experiences
4. Train people with lived experience to collect stories
5. Collect stories eg. Talk to people with lived experience and document their stories
6. Analyse information collected
7. Facilitate access to different groups of people eg. Help the researchers to identify and connect with people with lived experience
8. Contribute to the design and production of engaging resources to bring stories to life
9. Contribute to the setup of groups, networks or mechanisms for the inclusion of people with lived experience of gambling-related harms
10. Contribute to the sharing and dissemination of resources developed during the project

Skills and experience individuals or teams could bring to the process might include:

- Experience in safeguarding and/or research ethics which maximises participation of those made vulnerable by experience while keeping them safe
- Experience in co-design and production, not necessarily in the gambling environment (for example, mental health; disabilities)
- Access to different groups of people and communities with lived experience of gambling-related harm

- Experience working in partnership with a range of different groups of people
- Extensive **qualitative** research experience, particularly with potentially vulnerable people, groups that are seldom heard and on sensitive topics
- Expertise in participatory action research or similar approaches
- Expertise in inclusion of non-text-based methods in qualitative research
- Excellent analytical and writing skills; including successful publication in academic journals
- Extensive communications and creative expertise, such as photography, video production, graphic design, social media
- Ability to produce impactful resources for different groups of people, including a web-resource
- Experience of meaningfully involving people with lived experience/experts by experience
- Experience in establishing and maintaining sustainable groups, networks or other mechanisms to facilitate the inclusion of people with lived experience of gambling-related harms, mental health, disabilities, HIV, substance misuse etc
- Any other skills and experience relevant to a large-scale co-design, implementation, monitoring and evaluation of a project

D. OVERVIEW OF THE EXPRESSION OF INTEREST PROCESS

General

The information contained in this call for expressions of interest and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue but GambleAware does not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of GambleAware or to any other liability which cannot be excluded at law.

GambleAware reserves the right to: waive or change the requirements of this call for expressions of interest from time to time without prior (or any) notice being given by GambleAware; to withdraw this call for expressions of interest at any time, or to re-invite applicants on the same or any alternative basis; and to make whatever changes it sees fit to the timetable, structure or content of the procurement process, depending on approvals processes or for any other reason.

Requirements for submission of expressions of interest

All documents and all correspondence relating to the expression of interest must be written in plain, easy to understand English. Submissions are likely to vary considerably.

Some may be as simple as “My name is XX. I am interested in participating in the project. I have experienced gambling problems and I would like to share my story”. For longer submissions, we ask you to limit your submission to 10 pages.

The supporting documents submitted should include and be presented in the following order:

- a. Statement to confirm that you are interested in being involved in the project
- b. A declaration of whether or not there are any conflicts or potential conflicts of interests that might interfere with the legitimacy of the project and how these

will be managed. GambleAware reserves the right to refuse any application based on such conflicts and/or non-disclosure of conflicts or potential conflicts of interest

- c. Statement of commitment that you adhere to the principles of partnership dated May 2019 (see here)
- d. A statement of how you would like to contribute to the project
- e. A clear description of the skills and experience you could bring to the project, using real life examples to demonstrate these skills and expertise. For teams, please provide an overview of all team members and a brief summary of which skills and experience they may contribute
- f. A description of any ideas you may have to better ensure the participation of people with lived experience of gambling related harms in the co-design, implementation, monitoring and evaluation of the project
- g. For those proposing a role in data collection and analysis (research), a description of the proposed methodology for data collection and analysis (including to obtain ethical clearance)

Submission review and evaluation process

A GambleAware selected submissions review group will perform an evaluation of the expressions of interest, with a view to selecting multiple partners to deliver. Members of this group will not be permitted to submit a bid for any part or subsequent phase of the project.

With the help of an independent project manager, GambleAware is in the process of mapping the requirements of the project and the specific groups of skills and expertise that will be needed for successful implementation, monitoring and evaluation. Based on the expressions of interest, the submissions review group will identify appropriate skills and experience offered and gaps to be filled.

Individuals and/ or teams may be invited to attend an interview to discuss your submission.

GambleAware reserves the right to seek clarification or documents in respect of an applicant's submission; to disqualify any applicant that does not submit a compliant submission in accordance with the instructions in this call for expressions of interest; to disqualify any applicant that is guilty of serious misrepresentation in relation to its submission; to disqualify any applicant who directly or indirectly canvasses any employee of GambleAware concerning the award; and to exclude any applicants from the tender process who have been found to be in breach of confidentiality or intellectual property rights and may pursue any remedy or take any other action for breach as it considers appropriate.

GambleAware reserves the right to reject any proposals:

- received after the deadline; and/or
- which do not comply with the conditions and requirements set out in this call for expressions of interest including the page limit

Evaluation criteria

We will be assessing the extent to which:

- a. Any conflicts or potential conflict could compromise the legitimacy of the project
- b. The team commits to the principles of partnership

- c. It is clear how the individual or team can contribute to the project
- d. Individuals or teams can demonstrate, using real-life examples of previous experience that they have the relevant skills and experience to contribute to the project
- e. The applicant proposes compelling ideas to better ensure the meaningful participation of people who have lived experience of gambling-related harms
- f. For those proposing a role in data collection and analysis, proposed methodology for data collection and analysis (including to obtain ethical clearance) is viable and appropriate to developing knowledge and in-depth insight from people with lived experience

Timeframes for submission and review of bids

Expressions of Interest must be submitted by 17h00 GMT on **7 June 2019** to the following e-mail address: research@gambleaware.org. GambleAware reserves the right to extend any deadline. Any extension granted will apply to all applicants.

You may submit, by no later than 17h00 GMT on **31 May 2019** any queries that you have relating to this call for expressions of interest. Please submit such queries by email to research@gambleaware.org.

Any queries should clearly reference any appropriate section in this document. As far as is reasonably possible, GambleAware will respond to all reasonable requests for clarification of any aspect of this call for expressions of interest and supporting documents, if made before the above deadline. We will endeavor to do so within 5 days and we will produce and share a “Questions and Answers” document on the website.

We will endeavor to respond to all applicants within five weeks of the deadline. If the review process is not complete, applicants will be updated as to progress at five weeks.

Unsuccessful bidders will receive feedback on their submission, which will summarise the overall view of the panel regarding the Expressions of Interest. However, quantitative scoring or ranking against criteria will not be provided.

Successful applicants will be invited to attend an interactive half-day workshop which will mark the beginning of the co-design project.

E. Co-design, implementation, monitoring and evaluation arrangements

Contractual arrangements

By issuing this call for expressions of interest, GambleAware is not bound in any way to enter into any contractual or other arrangement with you or any other party.

The successful applicants will be required to enter into an agreement with GambleAware, sign a code of conduct and sign up to the principles of partnership.

Neither the issue of this call for expressions of interest, nor any of the information presented in it, should be regarded as a commitment or representation on the part of GambleAware (or any other person) to enter into a contractual arrangement

Governance arrangements and structures

GambleAware is in the process of establishing workable governance arrangements and structures for this project. This includes:

- **Project Management Function** that will be overall responsible for managing and facilitating the project

- **A submission review group** that will be tasked with reviewing submissions and making recommendations
- **A programme board that will be responsible** for driving the project including making timely decisions. This board will have a maximum of 6 people and will include representation from GambleAware and the Advisory Board for Safer Gambling, at least one person with lived experience of gambling-related harm at least one person with experience in co-design and production (not necessarily in the gambling field)
- **An advisory group** that will act in an ad hoc capacity.

Co-design

An equitable financial model will be worked out through the co-design of the project. We will pay a per diem and reimburse reasonable costs for participation in this process.

It is envisaged that the co-design will be done through a series of workshops, facilitated by an independent project manager that will result in a comprehensive project plan that should include, amongst other things:

- Scope of the project including in terms of geographical locations; different groups of people that will be interviewed (ensuring max representation); minimum number of people
- Set of desired outcomes
- Set of activities
- Project team
- Roles and responsibilities
- Timeframes
- Costings
- Reporting protocols
- Publication arrangements
- Governance arrangements- including decision making
- Clear plan for tracking the project's progress; and plan for evaluating both the short, medium and long terms desired outcomes of the project.