

## Invitation to Tender: Building a GB Network of People with Lived Experience of Gambling Harms

### Clarification Questions and Answers

Question	Answer
<b>Engagement/ Involvement</b>	
What involvement will people with lived experience have in the network long term?	People with Lived Experience across GB will form the membership of the network, and it will be for the network to decide its future direction, focus and agenda.
What about engaging BAME, high priority and niche groups?	<p>We have tried to bake equality, diversity and inclusion considerations into this procurement process. All bidders are required to set out how equality, diversity and inclusion considerations inform day to day operations within their organisation (or individual work) and attach to their bid any policies, procedures, or details of activities to evidence this. Responses to this section will not be scored but bids will only be considered if this section is completed.</p> <p>We have also included a specific question, which will be scored, about how bidders will address issues of equality, diversity and inclusion, in both the design and delivery of the new network.</p> <p>GambleAware has recently set up an Equality, Diversity and Inclusion (EDI) group to review our internal policies and practices as well as how we can actively promote EDI through our commissioning activity; this is a key area of work for us.</p>

<p>To deliver this network, there will need to be a substantial amount of engaging with gambling treatment providers across the UK. Given the complexity and territorial behaviour some organisation may demonstrate, have these potential issues been taken into consideration and does this appointment come with the full support and weight of GambleAware in making it happen?</p>	<p>Over the summer, GambleAware spoke with many of the existing lived experience groups including those linked to treatment services. There was a clear consensus that a single, GB-wide network is needed and would add value, so we anticipate that there will be support and engagement from existing groups with the new network. There are mixed views about GambleAware's role in helping to establish this network so whilst we could assist with initial introductions, we do not wish to be directly involved in any further engagement for this.</p>
<p>This sort of network is very much needed at a strategic level, but at an operational level, how will it engage individuals to make it work and into something meaningful and 'bigger picture'?</p>	<p>Once set up, the network will be self-governing and independent and will very much determine how it engages, how it communicates as well as its overall modus operandi.</p>
<p>Clarification of age group that this network is aiming to engage with/ involve?</p>	<p>The scope of this ITT is for a GB-wide network of adults with lived experience of gambling harms. That is not to say that the voices of and engagement with children and young people is not an area of need or value – and might be something to explore for the future – but given safeguarding issues etc that would be a separate piece of work.</p>
<p>You mentioned that GambleAware has engaged a group of people with lived experience of gambling harms to be involved in the bid scoring process for this procurement. Where did these people come from; were they already known to GambleAware?</p>	<p>Using social media and our website, GambleAware invited expressions of interest (EOIs) from people with lived experience of gambling harms who wished to be part of the bid panel, against three criteria and within a set timescale. These EOIs were scored against the advertised criteria and the five top scoring people were invited to join the panel.</p>
<p><b>Operation and Sustainability</b></p>	
<p>How do you see the network liaising with established/ existing organisations/ networks? Fears of trampling on toes?</p>	<p>It will be for the network to determine how it operates and engages its activities and communications more widely.</p>
<p>Sustainability – what happens after the initial 18 months? is there an expectation that the network will need to secure funding?</p>	<p>The aim is for the network to be completely independent including being financially independent longer term. That is likely to be achieved within 18 months so it is about identifying and exploring other funding sources during that time. There may be potential for GambleAware to fund beyond the 18 months' timeframe, but that is not guaranteed, and network members may not wish to receive further funding from GambleAware. Exploring other funding streams is part of the work of the successful bidder.</p>

Is it the idea that once this network is established, it will supersede existing groups?	It will be for the network to decide how it works with other established and special interest groups. There are no preconceived ideas about this; we do know however that many communities and population groups do not have a voice at all at the moment so it's about enhancing and building on what's already there rather than replacing it.
What would the indications of success be? Membership numbers?	This might be one indicator of success; helping those communities and groups who currently have no voice will also need to be measured (diversity considerations)
Once the network has been established, would it be GambleAware or the successful provider/s who would be responsible for elevating gambling issues that come out from the group to policy makers	The network will be an independent and autonomous entity; it will be driven by the community and it will be for them to provide policy makers with an 'in'. Once the contract is awarded, GambleAware's role will be to monitor the contract to ensure funds are spent on the designated activities; not to monitor what that activity is.
The policy work that the network will do / want to be involved/ have a say in, will this be aligned with GambleAware?	The network will be an independent entity; it will not be aligned or affiliated with GambleAware.
What is the role of the network?	This would be determined by the membership. GambleAware is simply providing the conditions for the network to be established - 'seed funding'. The membership will shape the work and the direction.
<b>Governance</b>	
Strong governance will be needed so that the network is not dominated by a few voices – how will this be achieved? What previous experience / expertise does GambleAware have on this?	Governance is really important - looking at the evidence and learning from other sectors will help the network build strong and robust governance processes. The KCL research identified that lived experience networks are usually either 'top down' – set up by an established organisation – or 'bottom up' – driven from the grassroots. Our assumption is that this network will be 'bottom up' and that expertise in engagement infrastructure is more important for the successful bidder than knowledge of gambling harms: the membership of the network has that knowledge and expertise
Successful network establishment may necessitate partnering with existing organisations to gain access to their service users/members. Have you considered the use of third-party data from a governance view and the potential issues involved?	It is expected that the network will be established within eighteen months It is not expected that third party data would be required as part of this work. If the winning bidder required introductions to any third parties that either GambleAware commissions or has an established relationship with, then an introduction could be made.

<b>Deliverables and Budget</b>	
The setup and establishment of the network will require the creation of marketing assets. Are these assets viewed as part of the budget?	Yes, these are viewed as part of the budget
Are you seeking the creation of a business plan as an output?	We are not requiring a business plan as an output but if bidders consider this key to success it can be included in their proposal. We have deliberately not defined the outputs for this contract in order that bidders can draw on their expertise and creativity and previous experience.
The network will require a brand strategy developing, is this included in the budget?	Yes, this is viewed as part of the budget.
Will the existing lived experience team members be paid for their involvement and will this be separate to the budget?  If it is included, then what proportion of the budget will be allocated to lived experience team members?	The budget assumes that members of the GB-Network will not be paid to participate (and that it will be free to join).  GambleAware has recruited a panel of people with lived experience of gambling harms to be part of the bid review panel for this procurement exercise. This is a time-limited group, engaged for this specific purpose, with no formal role on the project beyond this task.
<b>GambleAware</b>	
What experience does GambleAware have of co-producing and co-creating?	GambleAware is building its co-producing and co-creating capabilities, although this is not embedded into the organisation yet. There are however those seconded / contracted to Gamble Aware who have significant experience of co- production, in other sectors including the NHS.
<b>ITT spec</b>	
Is there a word count for the proposal that will be submitted along with the tender document?	There is no word count for the proposal. We would however guide bidders towards clarity over verbosity.