

**About this blueprint**

A tool for the network of people and organisations providing treatment and support for people experiencing gambling harm that:

- Defines our shared vision for how the NCTS supports and treats people
- Tells our expectations of how we work with one another

**About the National Gambling Treatment Service (NCTS)**

A service that supports people experiencing gambling harm, including people struggling with their own gambling and people affected by someone else's gambling.

The place to go for advice, support, outpatient & residential treatment for gambling harm, that is free at the point of access.

Working in and alongside a wider system of related services & support to provide holistic help to the people who need it most.

- As providers of this service, we commit to:
- Listening first and being led by service users' needs.**
  - Embedding and integrating** into our local communities and related services.
  - Building and strengthening** our shared skills and expertise.
  - Continuously reflecting on and iterating** our offer both locally and nationally.
  - Taking responsibility** for ensuring no one using our service is left to cope alone in a vulnerable place.
  - Being targeted and thoughtful** about the data we collect.
  - Actively referring** instead of signposting.
  - Reducing inequalities** in gambling harm, by engaging with barriers people face in accessing our support, including structural barriers.
  - Shaping our offer for **ease of access**.

**Key stage of the journey**

The key stages a user may go through. The journey is not necessarily linear. Users may cycle backwards or forwards and drop in or out of the journey at different stages.

**Journey steps**

Specific steps within a journey stage. Each user may go through different steps depending on where they are in their journey and the level of support they need.

**User needs**

Express people's goals, values and aspirations at each step. They are the things which a service must satisfy for a user to get the right outcome for them.

**Target experience**

The experience we want to provide for those experiencing gambling harm to meet their needs at each step of their journey.

What we need to do to deliver that experience for people experiencing gambling harm.

**New care concepts**

How we will deliver the target experience. The new service elements that we will commission, test, evaluate and embed.

- New service element being tested
- New
- Existing service

## Become aware

Become aware through your community | Become aware by hearing about us | Get actively referred to us by other services | Find out what services we offer

I need to be aware of the impact gambling harms can have | I need to recognise that there is reliable, relevant support out there for people like me which I can access when I'm struggling | I need to know that any professional I choose to speak to will help me get the support I need, including if I'm an affected other | I need to know that I can reach out for support earlier than when I can no longer cope | I need immediate access to tools and materials to help me manage



**Working in communities** to raise awareness about how to help someone who is struggling.

**Marketing using language** people recognise, in appropriate places.

**Creating a clear, direct line of referral** for other service providers to us.

**An easily accessed online overview** of our support options and what they have meant for real people.

We work alongside trusted community leaders to reach our communities on how to spot gambling harm and connect people to support.

We ensure our communications resonate with people experiencing gambling harm. We monitor our support at relevant touchpoints, such as through self-exclusion services, and mental health, such as GP surgeries.

We make other service providers to screen for signs of gambling harm and refer directly to us, without opportunities to suggest you are treated earlier, no matter who you speak to.

We make it easy for you to find us online and understand we are here for you, regardless of where you are in your journey experiencing harm.

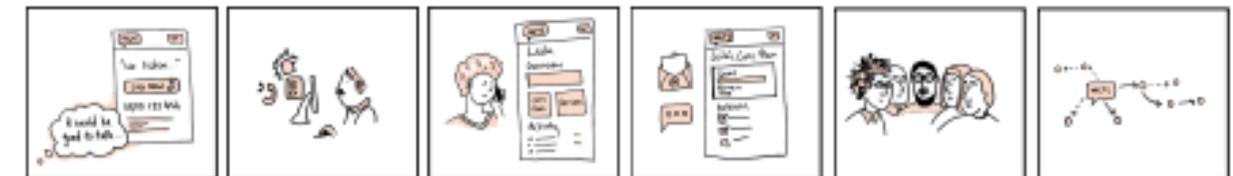
We help you understand the support available to you, including self-care materials, bringing these options to life through personal stories of people who have used our services.



## Get support

Here just to listen | Understand your goals to get you the right support | Provide consent for health information to be shared | Co-produce a plan for what happens next | Connect to peers | Connect to other relevant services

I need a non-judgemental space to open up about how the affected my gambling and the shame I feel | I need to feel listened to when I first reach out for support so that I feel safe and trust continuing with treatment | I need you to understand my unique needs and the stages I'm in of my journey experiencing harm | I need to trust that you have my best interests at heart and will use the information I share to best meet my needs | I need to be quickly and easily directed to the most appropriate service so that accessing support isn't another thing for me to manage | I need a support system around me so that I have people to turn to if I start struggling again | I need to deal with my personal story, which may include harm beyond gambling, so that I can manage in the long term



**An anonymous space** to talk to someone who gets it.

**Space to share your story**, the things that matter to you and your goals from treatment.

**Consenting to sharing health information** with the NCTS and other service providers.

**Together identifying the best support options** for your goals.

**Establishing a network of peers** for long-term support.

**Consenting and referring you to other services** for your needs.

We help you to connect to someone who understands what you are going through and is skilled in listening without judgement. This conversation only leads to further support if you want it.

We listen to you when you first ask us for support, focusing on understanding what you need from support. We capture the detail of your story digitally so you don't have to tell it more than once.

We gain your consent to share your health information within the NCTS and other related services so you don't have to tell your story more than once across our system.

If you require treatment or referral to another service, your plan will include clear timelines and a named contact. If you require support, your plan will help you manage in the long term with links to relevant support groups, self-care resources and the number of our rapid response line.

We provide clear, visible options for supporting you, proportionate to your needs. We then work with you to develop a plan that meets these needs and your goal.

We connect you to networks of people who have gone through similar experiences and who get it so you always have someone to turn to.

We are holistic in our support for you. With your permission, we directly refer you to other services in the NCTS and beyond that you need. If your needs change mid-treatment, we respond by working with you to adjust your care plan.



## Get treatment

Hold you through treatment | Treatment sessions that work for you | Respond and adapt to your unique needs | Co-produce a plan for what happens next | A check-in - if you want it

I need to be supported during the process of seeking treatment and in being resilient to know that something bad doesn't happen | I need contact with someone who gets it and who communicates in a way that makes us feel understood so that I engage fully with treatment | I need to be that if my situation is not changing, you are adapting treatment in response to this | I need help managing my worries about what happens after treatment ends | I need the option of someone to check in with so when I don't feel like I'm doing this alone



**A named person to check in with** and/or who follows up.

**Building up your co-produced plan** through treatment.

**Responding to your needs**.

**Co-producing the next steps of your recovery** (including a plan for relapse).

**Your treated person checks in** to see how you're doing at times you want us to.

If you require treatment including residential care, you receive a named person to check in with while you wait for treatment to start. If your treatment is made of different services, we will hold you through your treatment.

Your thoughts on team if you are in residential care or attending multiple services/units with you to help you achieve your goals. We recognise that you need a strong support network for your recovery. If you wish, you can bring a friend or family member to one of your sessions.

We recognise that your needs may change as you go through treatment. That might mean stopping a course of treatment early, attending it or moving you to an alternative treatment provider. We are taking your needs.

This includes identifying who and what you need around you, activities to fill your time and numbers to call in case you are struggling.

We ask you if you'd like us to check in with you over the next few months and also from our team you'll be able to do this your treated person.

If you are happy for us to, we will be sure how you're doing in the days, weeks or months after treatment.

We understand that not everyone wants a check-in. However everyone's care plan will include how numbers to call if you need us again the phone number of your treated staff member who you know already from treatment and our rapid response line.



## Manage in the long-term

Self-management tools | Access to support groups | Easy access to support

I need tools and materials I can easily access to help me stay safe | I need to find activities that help me manage in the long term | I need to have someone or someone to turn to if things get difficult again | I need support to manage how gambling's still indirectly affecting my life | I need support that meets me where I am, just doesn't make me start again



**Tools and materials easily available** online.

**Support groups to help you recover** from your experience and the new habits.

**A rapid response line** if you do need us again.

We have designed an accessible bank of resources to help you manage in the long term. Your care plan will help you manage key resources for your unique needs.

We know that managing in the long term may require you to use your time differently, often with new people. We'll connect you to support groups for recovering gambling habits or affected others.

We help you rebuild your life around the things you love by connecting you to relevant community activities in your area.

We have a rapid response line for people who have already used our service, in case of relapse. This means you don't have to tell us your original story or details again and instead you can focus on getting the help you need.

Our rapid response line will be available to you in your own place.

