

# GambleAware Lived Experience Council



## Information Pack

February 2023

We are delighted to announce the recruitment of 2 new members to join our Lived Experience Council (LEC), 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 it comprises 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.

There are currently 10 members sitting on the Council, including its Chair: you can read more about the LE Council [here](#).

## About GambleAware

GambleAware is the leading charity driving the transformation of treatment and prevention services, leading public health campaigns and keeping people safe from gambling harms.

There may be up to 2.9 million people in Great Britain at risk of gambling harm. Gambling can harm people and their families financially, psychologically and physically.

We work in close collaboration with leading organisations and experts including the NHS, government, local authorities and gambling treatment providers, to ensure that people get the information, support and treatment they need. Every year we fund access to free treatment for nearly 12,000 people and over 40,000 calls to the National Gambling Helpline.

## Organisational strategy

In April 2021 GambleAware published a new [Five-year 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.

## About GambleAware Lived Experience Council

The purpose of the Lived Experience Council (LEC) is to ensure that communities of people with lived experience of harms associated with gambling can provide expert advice to GambleAware's activities, programmes and strategic development.

The Council:

- represent the views of affected groups;
- provide strategic advice based on members' own lived experience of gambling harms;
- make recommendations which will inform and contribute to the strategic planning and development of GambleAware (GA). These will be shared with the GA Board of Trustees;
- act in pursuance of [GambleAware Charitable Objectives](#).

The LEC also support GA Board of Trustees (BoT) and the wider GambleAware team by:

- helping identify and understand GA's audiences;
- providing insight and understanding of what resonates with LE community;
- Horizon-scanning of challenges and opportunities of the constantly evolving landscape GA operates in, while remaining within the remit of GA's charitable objectives.

The LEC have a rotating observatory and advising seat at GA Board of Trustees meetings.

## Membership

The LEC consists of up to 12 members, including a Chair. Currently, there are two vacant seats that GambleAware is recruiting for.

The term of office is 2 years and it can be renewed once (maximum of 4 years in total).

We encourage applications from individuals from groups that are disproportionately affected by gambling harms, currently underrepresented and from minority communities.

For this new round of recruitment, we particularly encourage applications from:

- young adults in the 18-25 age group;
- Welsh residents;
- members of minority groups (e.g. religious, ethnic or language minority);
- individuals with a disability;
- individuals from socially excluded groups.

## Eligibility criteria

In order to qualify for the LEC you must:

- Be 18 years old or over;
- Reside in England, Scotland or Wales;
- Have lived experience of gambling harms;
- 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);
- Be more than 6 months in recovery (this applies only to those who have experienced gambling harms due to their own gambling, e.g. this does not apply to applicants identifying as 'affected others').

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. Frequency and format (in-person or online or a hybrid approach) may vary to fit in with LEC work plans and actions. Prior to join their first LE Council meeting, new LEC members will be asked to attend two face-to-face induction sessions.

Members may be required to do additional days/work outside meetings and to take part in subgroups. Further details will be discussed as part of the induction sessions and following Council meetings.

## 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, a GA Involvement Officer and a representative of our delivery partner.
- 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 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 Thursday 16<sup>th</sup> February 2023.
- An online Q&A and Information session will be held twice on the following dates, to attend please [pre-register here](#)
  - Tuesday 21<sup>st</sup> March 2023, 5 - 6pm.
  - Wednesday 22<sup>nd</sup> March 2023, 12 - 1pm.
- The closing date for applications is **12pm on Wednesday 29<sup>th</sup> March 2023**. The online Application form is [available here](#).
- Applicants will be notified by Friday 14<sup>th</sup> April 2023, if they have been invited to the interview stage.
- Interviews will take place on Wednesday 26<sup>th</sup> and Thursday 27<sup>th</sup> April, where possible at the GambleAware office in London.
- Interview outcomes will be communicated by mid-May.
- Training for new Council members will start in May-June and it will be a mixture of in-person and online sessions, and include meeting current Council members.
- The first LEC meeting will be on Friday 14<sup>th</sup> July, 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 summer 2022 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 a Trustee, a current member of the LEC, a couple of GA staff members and a facilitator. 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.

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 training dates of April 26<sup>th</sup> and 27<sup>th</sup> did not suit you, please do let us know and we will look into alternative arrangements.

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

### 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.

### 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 both the LEC and the community of Lived Experience representatives for one-off involvement opportunities?**

Yes, you can apply for both roles! 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 the need of LE Council members to maintain an independent strategic oversight of all GambleAware's activities.

## 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](mailto:Involvement@gambleaware.org) or phone us at 07342870711 during office hours.

# Gamble**Aware**

