

## ANNOUNCEMENT

### **GambleAware appoints FutureGov to develop Outcomes Framework and Service Delivery Model for the future National Gambling Treatment Service**

**London, 2 November 2021:** GambleAware has appointed the agency FutureGov to develop a new Outcomes Framework and Service Delivery Model to inform the future National Gambling Treatment Service.

FutureGov was appointed following a thorough tender process, where they shared a robust and innovative proposal, demonstrating their expertise in service design, organisational change, stigma reduction and data. Having worked with organisations across health and social care, including the NHS, at both Trust and local authority level, FutureGov (becoming TPXimpact) has a clear understanding on the need for a flexible agile approach to service design.

The new Outcomes Framework and Service Delivery Model for the National Gambling Treatment Service will ensure the service is accessible, effective, desirable and evidence based. The Framework and Model will be produced in consultation with existing and potential providers, co-commissioners, and those with lived experience of gambling harms.

The project is set to be delivered by March 2022.

**-ENDS-**

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#### **About GambleAware**

- GambleAware is an independent charity (Charity No. England & Wales 1093910, Scotland SC049433) that champions a public health approach to preventing gambling harms – see [www.begambleaware.org/for-professionals/about-us](http://www.begambleaware.org/for-professionals/about-us)

- GambleAware is a commissioner of independent evidence-informed prevention and treatment services in partnership with expert organisations and agencies across Great Britain, with over £56 million of funding under active management.
- In April 2021 GambleAware published a new five-year strategy which defined the charity's vision of **a society where people are safe from gambling harms**. This vision is based on a whole-system approach, which acknowledges the many other organisations, networks and individuals, including those who have lived experience of gambling harms, that already play a key role across the system, or have the potential to do so in the future. Alongside this, GambleAware outlined its four key strategic priorities and four commissioning objectives which will help guide the charity as it strives to achieve its vision.
- In partnership with gambling treatment providers, GambleAware has spent several years methodically building structures for commissioning a coherent system of brief intervention and treatment services, with clearly defined care pathways and established referral routes to and from the NHS – a National Gambling Treatment Service.
- GambleAware produces public health campaigns including 'Bet Regret' and is responsible for the design and delivery of the campaign based on best practice in public health education. See: [www.begambleaware.org/for-professionals/safer-gambling-campaign](http://www.begambleaware.org/for-professionals/safer-gambling-campaign).

#### **About the National Gambling Treatment Service**

- The National Gambling Treatment Service is a network of organisations working together across Britain to provide confidential treatment and support, free at the point of delivery, for anyone experiencing gambling-related harms.
- The National Gambling Treatment Service brings together a National Gambling Helpline and a network of locally based providers across Great Britain that works with partner agencies and people with lived experience to design and deliver a system, which meets the needs of individuals. This system delivers a range of treatment services, including brief intervention, counselling (delivered either face-to-face or online), residential programmes and psychiatrist-led care.
- It is jointly commissioned by NHS England and GambleAware, and includes NHS, third sector and private sector providers delivering services across England, Scotland and Wales. Wherever someone makes contact throughout the network, these providers work alongside each other through referral pathways to deliver the most appropriate package of care for individuals experiencing difficulties with gambling, and for those who are impacted by someone else's gambling.