

**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.



## 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 at 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.



## 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 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.



## 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 if you do need us again**.

