GamCare CCBT Software Specification

February 2019

Background:

The Gambling Commission's 2016 Combined Health Survey estimates that there are around 340,000 problem gamblers, and a further 1.75 million at risk in Great Britain. GamCare is commissioned by GambleAware to be the leading provider of information, advice and support for the prevention and treatment of problem gambling. We operate the National Gambling Helpline, provide treatment for problem gamblers and their families, both directly and via a partner network, raise awareness about safer gambling and the support available, and encourage an effective approach to safer gambling within the gambling industry.

In 2017/18 GamCare received around 30,000 calls to the HelpLine and around 8,000 people accessed one to one or group treatment either face to face or online. In addition, around 25,000 people completed a 'self-assessment tool' on our website, of whom 80% screened as problem gamblers.

There is a clear gap between the number of people who would benefit from support and the number of people receiving it. Our new strategy was published in April 2018, and within this we stated that we will diversify our offer, delivering a more holistic service that fully reflects the range of impacts experienced by our beneficiaries. Linked to this, we will continue to measure the effectiveness, outcomes and impacts of our work, publishing this information annually. Both will contribute to increased numbers accessing treatment.

GamCare currently uses Cognitive Behavioural Therapy (CBT) in its model of care in the treatment of problem gambling. We provide problem gamblers with a range of CBT based support options, which include access to treatment support online, via telephone and in person face-to-face. Offering choice to service users is an important part of this, and computerised CBT (CCBT) would be consistent with our overarching CBT based model of care. It would provide a further development to our existing online skype/zoom based one to one and group work. CCBT is widely used in mental health service to treat depression and anxiety and is seen as a cost-effective alternative to face to face treatment.

For these reasons, we are keen to explore CCBT within the problem gambling cohort.

CCBT Development

Digital screening is already available via www.gamcare.org.uk, but the addition of digital brief interventions and a computerised version of CBT, known as CCBT, offers the opportunity for 'end to end' digital care pathways, supplemented by practitioner support.

The proposed new digital intervention service has two elements:

1. The addition of brief intervention modules to the existing screening tool on the GamCare website. This will increase the structured support available to this cohort and encourage help seeking. In addition, these tools will be available to helpline staff to share with callers via an email link and provide call backs to discuss the interventions. The brief interventions take an average of 10 minutes to complete.

2. The development of computerised CBT (CCBT), complemented by therapist call backs. This is in line with the evidence base around CCBT, which suggested that attrition is significantly reduced if contact with a therapist, even of short duration, is offered between sessions.

Separately from this ITT for software, GamCare will recruit therapists to work with the CCBT software and will ensure that the software is appropriately marketed to reach as wide an audience as possible.

CCBT Software Specification:

GamCare are seeking to procure a software package to deliver end to end digital interventions. This will include:

1. Provision of digital screening for problem gambling using a validated screening tool such as PGSI or equivalent

2. Provision of brief intervention modules of up to 15 minutes which will be recommended based on the outcome of screening and which can also be used as standalone modules by our helpline team

3. Provision of CCBT of up to 10 sessions, each with a minimum duration of 20 minutes, maximum duration 1 hour.

4. Provision of data and analytics to ensure we can monitor individual characteristics, progress, attrition, outcomes and follow ups for all participants in the programme.

The software must have the following characteristics:

- Be explicitly applicable to problem gambling

- Be integrated to provide an 'end to end' digital pathway

- Be evidence based, demonstrably rooted in CBT methodology

- Be evaluated by a third party and be demonstrably effective in achieving lasting change. Longer term follow-up must be included in the evidence base

- Be able to collect a data set (see appendix 1) to facilitate monitoring of outcomes

- Be able to assess suitability for CCBT based on screening/registration characteristics

- Be able to provide comprehensive data analytics across the cohort as well as for case management purposes

- Be able to flag safeguarding or other concerns arising from a CCBT session so therapist contact can be prioritised

- Be able to schedule long term follow ups digitally

- Integrate with our website

- Ideally, integrate with our case management systems

Finances:

The budget available for the software, inclusive of all elements, start-up costs and support, is £30,000 annually.

Submissions will be evaluated with a weighting of 70% on quality and 30% on pricing information. Organisational information will be assessed.

Tender instructions:

Each organisation should complete the following documents:

- Organisational questions

- Financial breakdown (Excel spreadsheet)
- Specification based responses, within the specified word limit.

Any questions in respect of the tender should be emailed to info@gamcare.org.uk

Tender Information required:

Organisational information – this is background information about your organisation to ensure sustainability and suitability to deliver the required interventions.

Basic Information:

- Registered business address
- Please specify your organisation type
- Company and/or charity number
- Date of incorporation/registration
- Type of governing document (please attach)
- Mission statement/vision/values (if available)
- Please attach an organisational structure diagram
- Please describe or attach your organisations governance structure
- Do you have a parent company (if yes give details)
- Do you have any subsidiary companies/charities? (if yes give details)
- Are you registered with any professional bodies? (if yes give details)

Finance:

- Please provide 2 years audited accounts
- Are your annual accounts audited externally

Insurance:

- Do you have public liability insurance of a minimum of £10m cover? Please give insurance policy number
- Do you have employers liability insurance with a minimum £10m cover? (please give policy number)

Policies and Procedures:

- Do you have a quality assurance/quality management system in place? Please give details (max 250 words)
- Do you have any accreditations such as ISO 9000, Investors in People etc? If yes please give details (max 250 words)
- Does your organisation have a written health and safety at work policy that complies with all relevant legislation? (Please attach)
- Does your organisation have a safeguarding adults and children policy (please attach)
- Does your organisation have an equal opportunities policy (please attach)
- Does your organisation have a serious incidents policy (please attach)
- Does your organisation have a complaints policy (please attach)
- Does your organisation have a grievance policy (please attach)

- Does your organisation have a whistleblowing policy? (please attach)
- Does your organisation have a risk management policy (please attach)
- Please demonstrate how your organisation is GDPR compliant, including any relevant policies

Staff:

- Number of Directors
- Number of senior managers
- Number of FTE staff employed (total)

Standing:

- Have any of your directors/trustees been convicted of any offence connected to conspiracy, fraud, money laundering, bribery or taxation? Y/N
- Have any of your directors/trustees been barred from being a company director or been declared bankrupt in the last 5 years? Y/N
- In the last three years has your organisation been prosecuted or had any notice(s) served upon it by the Health & Safety Executive or Local Authority? Y/N If yes give details
- Has the organisation failed to fulfil obligations relating to the payment of social security contributions or tax under UK law (Y/N)
- Has the organisation taken a tribunal judgement against you in respect of any aspect of employment law in the last three years (Y/N)
- Are there any potential conflicts of interest between your organisation and Gamcare, or our funder Gamble Aware? If yes please state.

Budget information:

Please provide a comprehensive budget for the products you propose to provide, including, but not limited to the following information, and within the maximum budget of £30,000pa.

- Annual licence costs
- Set up costs
- Support costs/staff costs
- Management charges/profit

Specification Based Questions:

Please respond to the following questions, with answers within the specified word limit:

- Please describe the proposed products, including how they deliver an integrated, end to end digital pathway (max 1500 words)
- Please describe the evidence base available to support your products, including evaluation of the products proposed and outcomes of this (max 1000 words)
- Please describe the data the systems will collect and data analytics available, both for therapists and managers (max 750 words)
- Please describe the registration/assessment process and how client suitability is determined, including how any safeguarding concerns are flagged and managed (max 500 words)
- Please describe any features that enhance accessibility of the product such as language options etc (max 250 words)

- Please describe how you would approach relationship management with GamCare, to include frequency of meetings, roles and responsibilities of both organisations, data sharing arrangements and any other relevant information (max 500 words)

- Please describe support arrangements, with specific reference to responding to any software issues that arise and timescales for this (max 500 words)

All questions should be responded to in full and submitted to info@gamcare.org.uk by 25th March 2019 at 5pm. Please ensure that responses are titled **Tender Response: CCBT Software** so that they can be passed to the right team.