



Criminal Justice Development Work

A 12 month report on Criminal Justice development work from 1st April 2020 to 31st March 2021

12-month report on Criminal Justice (CJ) development work from 1st April 2020 to 31st March 2021

GamCare is the leading national provider of free, information, advice and support for anyone affected by gambling harms. GamCare works with a number of network partners to provide a national delivery model. The organisation and its partners have been working in and alongside the Criminal Justice System (CJS) for several years to support gamblers who have entered the system. There is an unmet need to support gamblers within the CJS and GamCare has made a significant impact in relation to this emerging area by raising the profile of the issue, training professionals, and informing new learning and best practice.

This has primarily been achieved through two key workstreams; GamCare's Hertfordshire Problem Gambling Project (HPGP) and GamCare's Wider CJS and gambling harms development work. This report will focus on the wider work, documenting the activity for the full 12 months of GamCare's wider CJS development work (April 20 – end March 21).

Headline achievements:

- 1132 CJ professionals reached in 38 sessions
- 13 new service user facing resources developed, including a brief intervention In-cell Workbook, an In-cell Activity Pack in response to Covid-19, and a suite of leaflets detailing practical information, ideas and support for people at different stages of the CJS
- 2 new internal initiatives established: the CJ Integration team and the CJ Resource Development group
- 255 referrals to GamCare's support and treatment from courts, prison, police and probation
- 38 calls to the Helpline from courts, prison, police and probation
- Secured 2 years of funding for a national expansion of the existing work, the Criminal Justice and Gambling Harm Programme

1. Aims and objectives

The Wider CJ development work has the following key aims, to:

- Raise the profile of GamCare's work, and the links between gambling and crime, across the CJ sector
- Provide training and awareness to CJS staff
- Support CJ services to develop pathways to support and treatment
- Increase access to local support services for people going through the CJS
- Develop CJ resources for staff in, and people going through, the CJS
- Integrate CJ work internally within GamCare
- Develop guidance to support internal staff working in the CJS
- Engage CJ stakeholders to explore joint opportunities for support provision

2. Activity

The past 12 months have seen a significant change across the gambling and crime landscape, and GamCare have been able to offer an expert voice within this. GamCare won the Howard League for Penal Reform Community Awards 'Organisation of the Year' 2020 and we have contributed to the Howard League's Commission on Crime and Problem Gambling. We have held a seat at the GambleAware round table on crime and problem gambling, and the Gambling Commission have shown interest in the area evidenced by their funding of GamCare's CJ expansion. There has also been a positive change in stakeholder interest. In the last 12 months, professionals from across the CJS have been contacting

GamCare asking for advice and support on the topic of gambling and crime in general, and what they can do to support their service users who are going through the CJS and are experiencing gambling harm.

To achieve the above, the CJ team worked to a comprehensive 12-month action plan, alongside a set of internal KPIs. Key achievements include:

Internal integration of CJ work:

- 2 new initiatives developed: the CJ Integration team and the GamCare and Partners CJ Resource Development group
- 15 training sessions delivered jointly with other GamCare departments/network partners
- 3 service user co-production or co-delivery opportunities
- 7 internal training sessions
- 67 internal staff attended training

Engagement with the CJS:

- 13 strategic/expert CJ events attended, including an MoJ Procurement Awareness Event and multiple webinars on the impact of Covid-19 on prisons.
- 16 new partner discussions/relationships, including DWP, Forward Trust, London Metropolitan Police, St Giles, NACRO, and Jersey's CJS

Marketing and Communications:

- 22 key CJ comms made/published, including articles for Clinks, blogs for GamCare's website, reports detailing the progress of the projects, and an article on the Howard League website noting our success in winning the Community Awards 2020.
- 161 new CJ contacts added to database

Training:

- Training delivered in 12 different CJS settings, including police custody, prison, probation, and resettlement agencies within prison settings
- 177 attendees reached through the delivery of 23 standard CJ training sessions
- 955 attendees reached through the delivery of 15 bespoke CJ training sessions
- Delivery of two virtual sessions as part of the HMPPS Insights20 initiative to which all CJ staff in Hertfordshire were invited to attend, and attended by a range of CJS professionals nationally
- 13 new organisations reached

Resources, support and treatment development:

- 13 service-user facing resources developed, including a brief intervention in-cell Workbook, an in-cell Activity Pack in response to Covid-19, a suite of leaflets detailing practical information, ideas and support for people at different stages of the CJS and a 45-second video for prison and probation settings detailing our support offer and instruction on how to access it
- 9 new CJ guidance and processes developed
- 31 CJ screening/referral pathways set up/advised on
- 40 in-cell Workbooks sent out to prisoners
- 38 in-cell Activity Packs sent out to prisoners
- 255 treatment referrals from a CJS source
- 38 Helpline callers related to a CJS source

Income generation:

- 5 proposals for continuation of CJ work submitted
- 3 successful proposals, 1 outcome pending

3. Learning

Over the past 12 months we were able to gather a considerable amount of insight, providing learning in addition to the data we collected. This includes:

- Through delivering training to GamCare's Partner Network and other organisations, we found that:
 - strong relationships with stakeholders are vital for successful partnership work, initial staff buy-in, and continued staff engagement. This was evidenced by the fact that in areas where relationship building with stakeholders was positive and sustained, this led to more lucrative partnership work, easier staff buy-in and ongoing engagement in the issue.
 - strong relationships with stakeholders are vital for better service user engagement, a better service user experience and to support service user safety.
 - strong relationships were sustained by maintaining open channels of communication and sharing pertinent information regarding the issue

- As part of our work, we sought to engage new organisations and embed referral pathways. To do this, we used strategic networking, through events and 121 meetings, to raise awareness of the issue, understand their needs, and operationalise where possible. From this, we found that:
 - Processes and pathways must be as streamlined as possible to avoid adding unnecessary additional work on CJ professionals as this would have a detrimental impact on their willingness to engage with us.
 - Current provision is inconsistent, such that different areas of the country have different levels of understanding of the issue and the availability of support varies widely from region to region. For example, GamCare and the Partner Network have a good presence in the CJS in the South-East but less so in Greater Manchester.
 - Any successes currently rely on individual CJ professionals' personal efforts. It is often professionals who have clients on their caseload experiencing gambling harm that reach out for support, and those that do not have that personal experience do not perceive there to be an issue.
 - Buy-in from senior staff is crucial as working from the bottom reinforces patchwork provision and the reliance on CJ professionals' personal efforts. Where we have had a senior member of staff involved, access to other teams has been made easier and embedding new processes (screening and referral pathways) has been easier.

- There is a notable appetite for gambling harm and support awareness for the staff that are working across the CJS. In training sessions, it was common to hear requests for more awareness about gambling harm for staff. This has informed our plans for expansion, ensuring to include provision for the workforce themselves.

- Through delivering support and treatment to people in prison, and talking to and working with prison staff and people with lived experience of prison, we were made aware of nuances that need to be taken into account when working with service users in prison:
 - treatment plans must be informed by a service user sentence type, sentence length and category of prison. These factors will impact what type of information, advice and support will be relevant and applicable.
 - we are asking prisoners to be honest about a behaviour that is a) against prison rules and b) makes them vulnerable to other prisoners. These barriers might impede someone from coming forward to seek help. This will inform our future work around how we communicate and deliver our offer to prisoners.

- Service users can get 'lost' to the system, i.e. a service user who in the middle of treatment receives a custodial sentence. Network partners reported clients dropping out of care when their status changed. Without a process in place that allows GamCare and Partners to track the service user as

they move through the system, valuable progress is lost. This learning will inform how we plan to communicate between both partners and stakeholders.

4. Overcoming Barriers in the CJ System

The wider CJ Development work has faced a number of challenges and barriers, the learning from which will inform our future approach.

- **Any process we embed in the CJS must be as streamlined as possible, in response to the high workloads of CJ professionals and to secure/increase staff engagement.** The CJS as a system is generally difficult to engage as it is under-resourced and the staff are over stretched. Ideally, training needs to be delivered at a higher level, for example via all staff training days, at qualification level (PQiP and POELTS which is induction staff for new probation and prison officers) so as to maximise reach and efficiency.
- **Culture should be challenged so that gambling support becomes part of “business as usual”** The CJS has faced significant pressure relating to virus containment which has meant service provision has been stripped back to necessity only. Pre Covid-19, we were in a position where the culture change piece outlined in GamCare’s other CJ reports was gaining traction and gambling was receiving more prioritisation in CJ settings. Post Covid-19 we might see that it takes some time for gambling to regain this position. It is critical that we continue this work, framing it as an essential need, so it does not get written off as priorities change.
- **Pathways must be designed to cater for people moving within the CJ system.** Service users who receive a custodial sentence whilst in the middle of treatment are ‘lost’ in the system, and valuable progress is lost. Improving communication between each CJ setting (police custody to court, court to prison, prison to probation) would support a stronger and more fluid service user experience for someone moving through the system.
- **Technology should be used to enable service during lockdown.** Covid-19 has presented unique challenges; the way we were able to access and engage with CJ professionals and service users to deliver training and treatment was significantly impacted by Covid-19 restrictions. There were technological limitations in being able to deliver sessions in certain CJ settings, particularly the prison estate which does not have Zoom/Teams access currently, for example. Exploring other IT options such as Purple Visits and Skype to reach service users, as well as the development of an e-learning package that CJ professionals could access off site will support our continued engagement with the CJS.
- **Screening and referral pathways need to be embedded in a nationally recognised format/framework to ensure it receives the time and funding it requires to function effectively.** Provision of gambling support varies widely between regions and often relies on individual CJ professionals’ personal efforts.

5. What we plan to do next

GamCare have recently secured a further 2 years of funding for a Criminal Justice and Gambling Harm programme, that will run from April 2021 – 2023, funded by the Gambling Commission. This funding allows us to continue the work of the Wider CJ development work, incorporate all of the learning to date and continue to raise awareness of and access to gambling support for people in contact with the criminal justice system who are experiencing gambling harm.

The new CJ team will be working to:

- Continue to engage and train the CJS in relation to gambling harms

- Further explore the gambling/crime issue through consultation and thought leadership
- Evolve current approaches of supporting gamblers in the CJS through pilots and innovations
- Embed project findings to further the gambling/crime agenda.