

**OUR JIGSAW LID FOR A GAMBLING HARMS SAFER**

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# BACKGROUND

The idea of the Jigsaw lid which has evolved into the Jigsaw toolkit was that often we face challenges as complicated and complex as a 5000 piece Jigsaw with no clear idea of what the actual lid of the Jigsaw looks like, or we have the lid, but don't know where we will find the pieces we need. When we work with others this becomes even more complicated as they too have their own 5000 piece Jigsaw or Lid with no pieces and a lot of time can be spent either trying to convince each other why the vision on our lid is the correct one, or, these are the pieces which are missing, and the chance to see what each other's vision, where there are areas of commonality exist, is often lost. Jigsaw lids are a remarkably simple tool which enables us to see the pieces and vision of each other's lid.

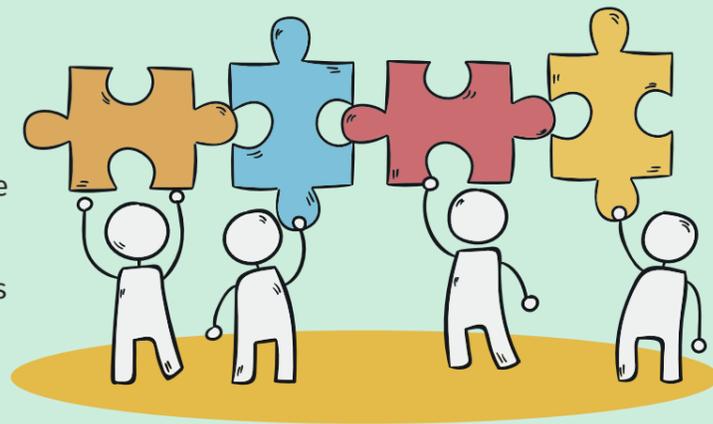
# STEPS TO DEVELOP THE LIDS

Like the lids themselves, the steps taken to develop the lids don't need to be complex, it's based on simple social reporting, which can also be seen as active listening. Inviting people to consider some key questions around the issue at hand, hearing what people say, searching for themes and commonality, reflecting this back to the stakeholders for that lid to check in was anything missed, does anything need changed. The reason the lids end up with 12 pieces is because any action evolving from this needs to be gradual and focused, too many pieces it becomes a paper exercise, too few and we may miss some of the key themes which emerged.

# THE QUESTIONS

Sometimes in asking questions, more questions arise, and this is okay. It's important to recognise while systems can be created which are mechanical and therefore relatively predictable, people who work on, or are impacted by systems are not mechanical, they are organic and therefore not predictable. A challenge often in seeking to find solutions to wicked problems lies in a mindset of Newtonianism, which is attractive as it is neat, do X, Y and Z happens.....However, for real change to happen it all has to become a bit more Quantum, which means a bit more chaotic, with less controls, less expectations and see where the journey takes us as often X,Y doesn't lead to Z but to A.

Gambling and Gambling harms issues are complex and there are many factors which can have an impact. In developing an action plan for a Gambling Harms safer Scotland, city community, family, it's helpful to consider what are the key pieces of the Jigsaw we need to find and bring together and who do we need to listen to that can give us an insight into what we are looking for?



# PRACTICALITIES FOR DESIGNING THE GAMBLING HARMS GROUP JIGSAW LID

In an ideal world this would be a facilitated workshop with members of the group, preferably face to face, however, with COVID 19 and social restrictions this can be challenging. Another way to take this forward if the group wished would be through some individual questions perhaps using survey monkey, or, a webinar with chat box and some elements of facilitation. It is essential for this to be effective that the voices of lived experience have their own Jigsaw Lid so other stakeholders can have a sense of what those experiences suggests, needs to change.

**The following format could be used online, with a group face to face where safe to do so, or adapted to conversations or survey:**

- If carried out in a group people introduce each other in the chat room, where they are from and why they joined today and maybe any questions they have
- Creating a safe space, reminding people we are all human with our own experiences and it's important to keep safe and what support is available if touched by anything which is discussed
- A brief 5min presentation on Gambling Harms to set the scene
- Then open chat via the chat box reflecting on what kind of gambling harms safer community do those attending want to build as we move forwards, what we know is working just now, what we need to build on and what maybe needs to change
- Some reflection back to the session of themes coming up in the chat box
- A brief 5min presentation on the concept of Gambling Harms Champions
- An invitation to reflect and share ideas on how attitudes, practice, behaviours could be encouraged which would support others to actively work towards a Gambling Harms safer city, community, family?
- Reflect back on what emerges from the chat boxes
- An invitation to reflect and share ideas on the possibilities and opportunities which could support a gambling harms safer city, community, family
- Reflect back on what emerges from the chat boxes
- Invite people to think about what they could do now, which would be a step closer to their vision of a gambling harms safer environment
- Reflect back what emerges
- Bring the session to a close, offer some wellbeing promotion tips and links to further reading if of interest
- Share what happens next, which would be a report on the issues emerging from the chat and a jigsaw lid of the key issues, it maybe there ends up more than one lid, until you engage with people you need to remain flexible to what happens next

The format outlined could be used with a variety of stakeholders and a set of values /rules established which ensured this was a safe space where people could be heard and not judged another question maybe what are the values of a Gambling Harms safer city?

Once the pieces of the Jigsaw are identified the next step is planning the actions to help bring those pieces together. There are other tools in the Jigsaw toolkit which can support this. The Jigsaw Lid for a Gambling Harms safer country, city, community, family was designed by COPE Scotland for use by the Scotland's Gambling Harms Programme. **For more information on the jigsaw lids and other tools in the toolkit please contact Hilda Campbell [www.cope-scotland.org](http://www.cope-scotland.org)**

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