

# Recover with Pride Referral Process

## 1. Purpose of This Referral Process

This referral process explains how organisations can safely and effectively refer LGBTQ+ people experiencing gambling harms into the Recover with Pride programme. It ensures:

- Referrals are trauma-informed and culturally competent
- Consent is always obtained before sharing personal data
- Self-referral is encouraged as the safest and most empowering route
- Staff know exactly what steps to follow

## 2. Overview of Referral Routes

There are two ways for someone to access Recover with Pride, both have to be done via the webpage at: <https://www.switchboard.org.uk/service/recover-with-pride/>

### A. Self-Referral (Preferred Route)

The individual contacts Recover with Pride directly.

### B. Partner-Supported Referral (With Explicit Consent)

The partner organisation sends a referral on the person's behalf only if explicit consent has been obtained.

## 3. Step-by-Step Referral Process

### STEP 1: Identify Need for Support

A referral may be appropriate when:

- Someone discloses gambling harms
- Someone shows signs of gambling-related distress
- Gambling is impacting their wellbeing, finances, relationships, or safety
- They belong to LGBTQ+ communities and may benefit from identity-affirming support

Staff should respond in a trauma-informed, non-judgemental way.



## STEP 2: Explain Recover with Pride

Staff should briefly explain:

- Recover With Pride is a national LGBTQ+ gambling harm support programme
- It is confidential, trauma-informed, and identity-affirming
- People can self-refer or be referred with consent
- Support includes screening, brief interventions, peer support, and onward pathways

Use simple, reassuring language.

## STEP 3: Offer Self-Referral as the First Option

Self-referral protects autonomy and privacy.

Staff should say something like:

"You can contact Recover with Pride directly if you prefer. This means you stay in control of what information you share."

Provide the self-referral link, phone number, or email.

If the person chooses self-referral, no data is shared and the process ends here.

## STEP 4: If the Person Wants You to Refer Them, Obtain Explicit Consent

If the individual prefers a supported referral, staff must:

- Explain what information will be shared
- Explain why it is being shared
- Confirm they understand and agree
- Record their explicit consent in your system
- Tell them they can withdraw consent at any time

Consent must be:

- Freely given
- Specific
- Informed
- Unambiguous
- Documented

If consent is not given, do not share any personal data. Encourage self-referral instead.





## STEP 5: Gather Only the Minimum Necessary Information

With consent, collect only what Recover with Pride needs to make contact safely:

- Name
- Contact details
- Preferred pronouns
- Accessibility needs
- Brief description of gambling-related concerns
- Any immediate safeguarding risks

Do not share unnecessary detail or third-party information.

## STEP 6: Submit the Referral to Recover with Pride

Send the referral using the agreed pathway (Through Website Form)

Partners must confirm in the referral that:

- Explicit consent has been obtained
- The individual understands Recover with Pride will contact them
- The information shared is accurate and necessary

## STEP 7: Recover With Pride Acknowledges and Processes the Referral

Recover With Pride will:

- Acknowledge receipt
- Conduct triage and screening
- Contact the individual directly
- Provide support or onward referral
- Manage safeguarding collaboratively where needed

Partners may be contacted for clarification if appropriate and lawful.





#### STEP 8: Follow-Up and Joint Working (If needed)

Where appropriate, partners may:

- Continue supporting the individual alongside Recover with Pride
- Participate in joint safety planning
- Share relevant updates (with consent)
- Attend training or briefings

Recover With Pride will not share information back without the individual's consent unless there is a safeguarding exception.

#### STEP 9: Record Keeping

Partners must:

- Record that a referral was made
- Record that explicit consent was obtained
- Store information securely
- Follow their own data retention policies

Recover With Pride will maintain its own secure records in line with GDPR.

#### 4. Safeguarding Exceptions

If there is a serious and immediate risk of harm, information may be shared without consent in line with safeguarding legislation.

This is an exception, not routine practice, were safe, the individual should be informed.

