

SOCIAL RESPONSIBILITY IN GAMBLING

Hospice in the Weald is committed to fundraising responsibly and we also encourage responsible gambling.

Hospice in the Weald runs a lottery for the general public for the sole purpose of raising funds for Hospice in the Weald (registered charity no. 280276).

We are committed to ensuring that our lottery is operated in a secure, fair and socially responsible way and to endorse responsible gambling amongst its members.

We are a member of The Hospice Lotteries Association and The Lotteries Council and as a member of these organisations make a financial contribution to the work of GambleAware, an organisation with the sole aim of fundraising to assist problem gambling. Further support can also be found at www.gambleaware.org.

We are licensed by the Gambling Commission who regulate gambling in the public interest. The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:

1. Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.
2. Ensuring that gambling is conducted in a fair and open way.
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

This document sets out the Hospice in the Weald's policy and approach to ensuring we approach any gambling activities in a socially responsible way.

1. Preventing gambling from being a source of crime and disorder

When an individual joins the lottery we will check that:

- The individual is aged 18 or over.
- The individual is resident in the UK.
- We also retain the right to cancel any membership should we suspect criminal activity.

We also have the following procedures in place:

- We limit the maximum number of recurrent entries to 4 per person per week.
- Single tickets in shops – checks are carried out to ensure that no one individual purchases more than the 10 entries per week across all of our shops.
- Staff & volunteers who promote/sell our lottery tickets are given training to ensure they know they must see either a passport or photo driving licence to confirm the age of anyone who looks under 21 who requests an entry into our lottery.
- All lottery related computers and software are password protected and accessible only by authorised members of staff.
- Adopt a strict and thorough reporting procedure if a member of staff and or another operator is found to be in any way operating in an illegal or suspicious manner.

- Our winners cheques are crossed Account Payee to ensure that cheques can only be paid into the winners own bank account.

2. Ensuring that gambling is conducted in a fair and open way

We will ensure that:

- Members have access to clear information on matters such as the terms and conditions of the lottery, the prizes that are available and the chances of winning.
- The terms and conditions are fair.
- Any advertising and promotional material is clear and not misleading.
- The results of the lottery are made public.

3. Protecting children and other vulnerable persons from being harmed or exploited by gambling

We will use our best endeavours to address the following issues:

- **Underage gambling** - It is illegal for individuals under the age of 18 to enter into a lottery. If for whatever reason, upon winning any individual is unable to prove that they are 18 or over then any winnings will be forfeited and their original stakes returned to them. Sales staffs are trained to avoid persons who are or who appear to be under 18.
- **Vulnerable persons** - Staff are trained to detect vulnerability in potential customers and politely decline offers of support from such individuals. People particularly at risk include the elderly, mentally disabled and those under the influence of drugs or alcohol.
- **Gambling limits** - The Society may impose limits on the value of entries into a lottery that can be purchased by an individual.
- **Self exclusion** - On request, we will close any player's lottery membership(s) for a minimum period of six months during which time the membership(s) cannot be reinstated. During this period we will also try to ensure that the individual does not try and open a new membership.
- **Access to player history** - We will provide any player with a full history of their lottery membership, including complete payment and winnings history upon request.
- We provide Information on gambling support organisations, self-help and awareness groups. Call GamCare for friendly and helpful advice from trained counsellors on the GamCare helpline on 0808 8020 133. You can also visit the Gamcare website for more information and advice. www.gamcare.org.uk