

Thames hospice

Policy: SOCIAL RESPONSIBILITY IN GAMBLING

Date	Author/Reviewer	Approved by	Doc name	Comment	Responsible Committee	Next Review
Nov 2018	Head of Individual Giving	Income Generation and Marketing Committee	FR-P-0001	<p><u>Nov 2018:</u> Policy reviewed. Minor changes to text and layout. Minimum age of players increased to 18 years old. Maximum number of weekly entries reduced to £10 per person.</p> <p><u>Jan 2017:</u> Policy Reviewed. Minor changes to text and layout.</p> <p><u>Updated:</u> July and September 2016: Policy reviewed. Minor updates to text.</p> <p><u>Dec 2015:</u> Minor changes to layout. Updated S6.2 and updates to responsible individuals (job titles).</p> <p><u>New:</u> July 2014</p>	Income Generation and Marketing	Nov 2019

Policy Summary

This document sets out policies and our approach to ensuring we operate any gambling activities in a socially responsible way. Thames Hospice Lottery staff are familiar with this document and read it upon appointment and annually thereafter.

(We will implement the changes to ticket limit and age within three months of the policy review date.)

1 Purpose of Policy

- 1.1 Thames Hospice operates a Society Lottery for the general public in East Berkshire and South Buckinghamshire and the surrounding area, for the sole purpose of raising funds for Thames Hospice.
- 1.2 The Hospice is committed to ensuring that the lottery is operated in a secure, fair and socially responsible way and to endorse responsible gambling amongst its members.

2 Responsibilities

- 2.1 The Director of Fundraising has overall responsibility to ensure that the policy is fit for purpose and disseminated throughout the organisation.
- 2.2 All Thames Hospice staff and volunteers are expected to adhere to this policy and procedure.

3 Policy Statement

- 3.1 The Gambling Commission regulates gambling in the public interest. The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:
 - Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.
 - Ensuring that gambling is conducted in a fair and open way.
 - Protecting children and other vulnerable persons from being harmed or exploited by gambling.
- 3.2 This document sets out policies and our approach to ensuring we operate any gambling activities in a socially responsible way. Thames Hospice Lottery staff are familiar with this document and read it upon appointment and every six months thereafter.
- 3.3 For the purposes of this policy, the term lottery covers both raffle and lottery, unless stated otherwise.

4 Policy Detail

- 4.1 See Appendix 1.

5 Compliance

- 5.1 This policy and procedure will be reviewed annually by the Head of Individual Giving.
- 5.2 The policy will be annually reviewed and signed off by the Director of Fundraising and updated in relation to changes in legislation and best practice.

6 Breach of Policy

- 6.1 Any deviation in practice from the above policy and procedure will be deemed a breach of policy.
- 6.2 Any breach of this policy by Thames Hospice employees may lead to formal disciplinary action.
- 6.3 Any breach of this policy by Thames Hospice volunteers may lead to formal action under the Problem Solving Policy and Procedure.

7 References

- 6.1 The Gambling Act 2005.

APPENDIX 1 – SOCIAL RESPONSIBILITY IN GAMBLING POLICY

Background

Thames Hospice operates a Society Lottery for the general public in East Berkshire and South Buckinghamshire and the surrounding area, for the sole purpose of raising funds for Thames Hospice.

The Hospice is committed to ensuring that the lottery is operated in a secure, fair and socially responsible way and to endorse responsible gambling amongst its members.

The Gambling Commission regulates 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.

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

When an individual joins the lottery we will ensure that:

- The individual is aged 18 or over. We will ask the supporter to confirm this at sign up.
- The individual is resident in Great Britain.
- We do not suspect money laundering in any way, in line with the Proceeds of Crime Act.
- We also retain the right to cancel any membership should we suspect criminal activity.
- We do not accept cash, **or**
- We have policies and procedures relating to cash handling in place designed to minimise the risk of crime.

- We limit the maximum number of entries into the lottery to £10 per person per week.
- We will record any incidents for future reference.
- Thames Hospice require all staff and canvasser, employed either directly or through an agency to have had the appropriate background checks.
- As part of the staff recruitment processes at our canvassing agency(ies) a minimum two references are required. Legally during interview, every candidate must declare any criminal convictions spent or unspent.
- In relation to our raffle we have a limit of 60 tickets per individual and record all tickets that are sent out and returned.
- For the raffle we will not send in excess of 60 tickets to an individual without customer interaction.

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

We will ensure that:

- Players have access to clear information on matters such as the rules of the lottery, the prizes that are available and how winners are selected.
- The rules are fair.
- Any advertising and promotional material is clear and not misleading.
- The results are made public.
- All lottery draws are conducted using a Random Number Generator, all raffle draws are conducted using a blind draw in sight of witnesses.
- A complaints procedure is in place including an independent arbitration service.
- Terms and conditions of the lottery are published on the website and promotional materials. Rules for raffles are printed on tickets and provided on the website.
- Thames Hospice staff who work directly on the lottery and the staff of our lottery supplier are not eligible to enter the lottery. All hospice staff are not eligible to enter the raffle.

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:

- Under age gambling. It is illegal for individuals under the age of 16 to enter into a lottery. We reserve the right to ask for proof of age from any customer and customer accounts may be suspended until satisfactory proof of age is provided. If for whatever reason, upon winning the Thames Hospice Lottery any individual is unable to prove that they are 18 or over then any winnings will be forfeited.
- Gambling limits. The Thames Hospice 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 make all reasonable efforts to ensure that the individual does not try and open a new membership.
- All attempted breaches of underage gambling and self-exclusions will be recorded.
- 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.
- Provide Information on Gambling Support Organisations. We will provide contact details or links on any lottery websites or via other appropriate media to Gamble Aware and other relevant / appropriate organisations. We also provide financial support to the Responsible Gambling Trust¹, which raises funds to support research, education and treatment of problem gambling.
- Self Help and Awareness Information. We will provide self-help and awareness information on any lottery websites or other appropriate media together with links to or contact details of Gamble Aware and other relevant / appropriate organisations.
- Staff Training. All relevant Thames Hospice staff receive awareness training on problem gambling issues at induction and on an annual basis.

¹ Through the Hospice Lottery Association.