

## Lottery Policy & Procedure

**Approved by:** Executive Team  
**Date of approval:**  
**Ownership Group:** Income Generation

### 1. Introduction

This document details the Wigan and Leigh Hospice Society Lottery gambling policy and procedures. These are a requirement for maintaining a non-remote and ancillary remote non-commercial Society Lottery Operating Licence from the Gambling Commission.

### 2. Policy statement

Wigan and Leigh Hospice recognises its responsibility and obligation to comply with the licensing objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice and confirms that the Hospice's Society Lottery and Lottery campaigns will be operated in accordance with the Gambling Act 2005.

Wigan and Leigh Hospice will run Lotteries that comply with the general licence conditions and associated codes of practice (Licence Conditions and Codes of Practice) attached to Wigan and Leigh Hospice lottery operating licence, as issued by the Gambling Commission pursuant to Section 75 of the Gambling Act 2005.

### 3. Related Policies & Procedures

Financial Regulations Policy & Procedure  
Anti-Bribery Policy  
Information Security Policy  
Information & Records Management Policy  
Information Governance & Risk Policy  
Complaints Policy & Procedure

### 4. Scope

This policy and associated procedures covers the operation of Wigan & Leigh Hospice Society Lottery.

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## 5. Responsibility / Accountability

Board of Trustees: formal adoption of this policy and associated procedures  
Chief Executive: ensuring this policy and associated procedures is implemented  
Head of Finance & Support Services: ensuring the policy operates in accordance with the Hospice financial regulations  
Head of Income Generation: overall responsibility for the Hospice Lottery operation performance  
Fundraising & Lottery Manager: day-to-day responsibility for Hospice Lottery.

## 6. Procedures

### 6.1 Introduction

Wigan and Leigh Hospice will alter this policy to reflect any future changes to the Gambling Commission's Licence Conditions and Codes of Practice.

### Small-scale operator status

Wigan and Leigh Hospice will operate as a small-scale operator, as defined in the Gambling Act 2005 (Definition of Small-Scale Operator) Regulations 2006.

Any changes required to the list of employees whose details and responsibilities have previously been provided to the Gambling Commission in relation to the operating licence (as in those qualifying persons named on Wigan and Leigh Hospice Lottery operating licence) or changes to registered address, trading name, equipment type used will be provided in writing by the Head of Income Generation to the Gambling Commission, no later than 28 days after the change has occurred.

### Cash handling

Wigan and Leigh Hospice and any contractors will ensure that access to any office used for Lottery administration purposes is controlled and secure. This includes any area within the hospice premises that is used for the storage of Lottery related records.

All staff will, whenever and wherever possible, ensure that customers' personal details e.g. customers debit/credit card details are stored as safely and securely as possible.

They shall also be stored out of sight as safely and securely as possible prior to processing and shall be stored overnight in an office safe.

Staff operating the Hospice Lottery are trained as part of their induction process in the understanding of, and the strict adherence to Wigan and Leigh Hospice financial regulations policy and procedure.

### Protection of Customer Funds

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All customer funds intended for the use in future gambling and/or lottery subscriptions will be held in a separate bank account or accounts relating to the Lottery and will be completely separate from the charity's other income.

### Player Records

Within The Hospice Lottery Terms and Conditions it states that it is the players' responsibility to notify the Hospice of any changes to their lottery membership. We will ensure these changes are updated on our database promptly.

Steps will be taken by the Hospice to ensure Lottery player records are kept up to date. We will ensure the RIP list is received and the details cross referenced on our player records, weekly.

### General 'fair and open' provisions

Wigan and Leigh Hospice will ensure that the terms upon which gambling is offered are fair and reasonable under the Consumer Rights Act (2015). The rules for the Lottery are made available to ticket holders and set out in plain and accessible language - see Lottery Terms and Conditions at Appendix 1. Lottery members will be notified 28 days prior to any changes to the terms and conditions before they come into effect.

### Display of licensed status

Wigan and Leigh Hospice will ensure that 'Licensed by the Gambling Commission' and details of the Gambling Commission's website are printed on all Lottery information. A copy of the Gambling Commission licence will be displayed in the Hospice reception area.

### Lottery campaigns

Wigan and Leigh Hospice will ensure that all of its Lottery campaigns will be operated in accordance with the Gambling Commission's Licence Conditions and Codes of Practice.

#### **6.2 Protection of the business from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime.**

In accordance with the Proceeds of Crime Act (2002), Wigan and Leigh Hospice staff will report the gambling activities of individuals if it is known or suspected that their lifestyle is supported by the proceeds of criminal activity; specifically if it is known or suspected that such individuals are using the proceeds of crime money to take part in the Hospice Lottery activities. Further information on POCA can be accessed at:

<http://www.gamblingcommission.gov.uk/pdf/Proceeds-of-crime-act-2002-information-for-small-businesses.pdf>

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## 6.3 Money Laundering

Money laundering is a process by which the proceeds of crime are converted into assets which appear to have a legitimate origin, so that they can be retained permanently or recycled into further criminal enterprises or spent as a lifestyle. Any individual will contravene the regulations if they were to become aware of, or suspect the existence of criminal property and continue to be involved in a matter which relates to that property without reporting their concerns.

Although the likelihood of any suspicious activity related to money laundering is considered to be an extremely low risk in relation to the Hospice Lottery, Wigan and Leigh Hospice is committed to ensuring that all necessary safeguards are in place with regard to the receipt of money in order to avoid it being used to launder money that may originate from the proceeds of crime.

The Head of Finance & Support Services is the designated Anti Money Laundering Officer (AMLO) for the Hospice. All relevant staff are trained on the requirements of the regulations and informed of the need to report any suspicious cash transactions to the AMLO for the purpose of informing the relevant authorities.

Where a member of staff suspects that money laundering activity is taking place/has taken place, a disclosure must be made immediately or as soon as practically possible by telephone to the AMLO. If the AMLO is unavailable the issue must be raised with a member of the executive team. No discussion should take place with colleagues as confidentiality is paramount.

The AMLO will determine whether or not to submit - online or otherwise - a suspicious activity report (SAR) to the National Crime Agency (NCA) and will maintain records of all suspicious activity notifications received and the decision-making process to address them. The AMLO may consider seeking advice from an appropriate authority, such as the Gambling Commission, before deciding if a SAR should be submitted.

## 6.4 Lottery Campaigns

Wigan and Leigh Hospice will ensure that its Lottery activities or campaigns operate within the law. The Hospice will refuse to contract with any contractors or agents who it suspects may be associated with any potential or actual criminal activities.

## 6.5 Hospice employees/self-employed agents or canvassers

Wigan and Leigh Hospice will maintain ongoing training of all relevant staff via monthly meetings. This will cover issues such as general Gambling Commission licensing regulations and code of conduct, problem gamblers, vulnerable people, money laundering and suspicion of criminal activities. Staff involved in promoting the Hospice Lottery will be trained to a satisfactory standard to ensure compliance with the Hospice Lottery policy and procedures.

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## **6.6 Ensuring that children and other vulnerable people will be protected from being harmed or exploited by gambling**

### **Children**

Wigan and Leigh Hospice will ensure that the Lottery rules and any Lottery marketing and promotional literature, including any Lottery tickets, clearly advertise the minimum legal age limit.

Wigan and Leigh Hospice will not accept Lottery entries from children who are known to be under 16 years old or are suspected of being under 16 and cannot prove otherwise by producing acceptable identification documents such as a valid driving licence, passport or identity card. The Hospice will refund in full any Lottery money that may have been received if a child under 16 years old is found to have participated in a Lottery after the Lottery draw has taken place. Any prizes that might otherwise have been due to them will not be paid out. If prizes have already been paid out, all reasonable attempts will be made to recover them.

### **Suspected problem gamblers**

In the event that an application to participate in the Hospice Lottery is received from a suspected problem gambler, the customer will be tactfully referred to Gamcare - tel: 0808 8020 133 ([www.gamcare.co.uk](http://www.gamcare.co.uk)) by the Fundraising and Lottery Manager. The customer's details will be logged for the purposes of possible exclusion in future lotteries should any similar incidents re-occur. All written and verbal communication between staff and suspected problem gamblers must be monitored and discussed with the Fundraising and Lottery Manager and Head of Income Generation.

In the event that an existing customer is suspected of becoming a problem gambler, any requests for any additional lottery entries/tickets in excess of the recommended maximums will be tactfully refused and the customer's details logged for the purposes of possible exclusion from future lotteries should any similar incidents re-occur.

If members of staff have concerns that a customer's behaviour may be related to having problems with gambling, the Fundraising and Lottery Manager will be informed at the earliest available opportunity. Indicative behaviour may include signs of distress, agitation, aggression, intense mood swings, hysteria, remorse or even damage to property and violence or the threat of violence to staff. Members of staff should bear in mind their own personal safety and follow the policy and not engage with a customer displaying problem gambling signs but report to the Fundraising and Lottery Manager.

The Fundraising and Lottery Manager will assess the circumstances and make a judgement as to whether it is appropriate to suggest to the customer that they might want to be provided with information regarding where they can seek professional advice about the nature of their gambling activity or have the process of self-exclusion explained for consideration. If the customer refuses such information the Fundraising

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and Lottery Manager may consider denying the customer the opportunity of being entered into the Lottery draw.

All interactions, either written or verbal, will be logged on the Lottery database and retained to ensure a record is kept should future issues arise.

### Self-Exclusion

Wigan and Leigh Hospice has procedures in place allowing an individual to self-exclude for a length of time – usually between a minimum of six months and not more than 12 months and will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement from participating in gambling. A request for self-exclusion will be available with immediate effect and with no cooling off period.

Customers will be given the opportunity to self-exclude either by telephone or in writing to: Lottery Office, Wigan and Leigh Hospice, Kildare Street, Hindley, Wigan WN2 3HZ, tel: 01942 525566, email: lottery@wlh.org.uk.

Wigan and Leigh Hospice is aware that customers who have self-excluded may wish to recommence membership of the Hospice Lottery after the self-exclusion period has expired. In such cases a 'cooling off' period of 24 hours must elapse between the customer's initial request and the entry into the draw.

### Other Vulnerable People

Wigan and Leigh Hospice is committed to ensuring that any communications concerning the Hospice Lottery is not knowingly sent to vulnerable people.

Staff are trained through quarterly review meetings delivered by the Fundraising & Lottery Manager in how they can detect vulnerability in customers/potential customers, the questions to ask to uncover such suspected vulnerability and how to 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. Wigan and Leigh Hospice will politely refuse to accept any new or subsequent Lottery entries from people who have been discovered to be vulnerable or are suspected of being vulnerable, typically by recommending that the customer speaks with a carer or family member, before proceeding with the gambling transaction.

### 6.7 Ensuring that gambling is conducted in a fair and open way

The Wigan and Leigh Hospice Lottery will be conducted in accordance with the terms & conditions as set at Appendix 1. These terms and conditions will be made available to all prospective and current Lottery customers via the Hospice website [www.wlh.org.uk](http://www.wlh.org.uk) and will be provided in writing, upon request.

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Any prospective or current member of the Hospice Lottery is able to access information that enables them to make an informed decision as to whether to take part in the Lottery or not. The Hospice will ensure that this information includes:

- details of the prizes on offer, how members might win and the likelihood of them doing so
- how winners are determined
- how much is raised by the Lottery
- how the proceeds are used for the benefit of the charity
- the percentage spent on prizes
- the percentage spent on expenses

The information will be made available on the Hospice website and in marketing communications and advertising.

### 6.8 Access to premises

Wigan and Leigh Hospice will ensure that all employees and any contractors or agents associated with the Hospice lottery are made aware that they must co-operate with the Gambling Commission's enforcement officers in the proper performance of their compliance functions. The Gambling Commission's enforcement officers have rights of entry to premises, as contained in Part 15 of the Gambling Act 2005.

### 6.9 Information requirements

Wigan and Leigh Hospice will make all reasonable efforts to ensure that the Gambling Commission is provided with any information that they know relates to or suspect may relate to an offence under the Gambling Act 2005, including an offence resulting from a breach of a licence condition or a code provision having the effect of a licence condition.

Wigan and Leigh Hospice will make all reasonable efforts to ensure that all key events as defined in the Gambling Commission's Licence Conditions and Codes of Practice are reported to the Gambling Commission within five working days of the licensee becoming aware of the events occurrence.

Wigan and Leigh Hospice will make available to the Gambling Commission such information as the Commission may require about the use made of facilities provided in accordance with the Hospice Lottery operating licences, the manner in which gambling authorised by the licence is provided and the manner in which the licensee's business in relation to that gambling is carried out, including in particular information about:

- The numbers of people taking part in the Hospice lottery and the frequency of such activity and any changes in the number of staff associated with the

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Hospice lottery where those changes have a material impact on Wigan and Leigh Hospice gambling business.

- The range of gambling activities provided by Wigan and Leigh Hospice and the numbers of staff employed in connection with them.
- The licensee's policies in relation to and experiences of, problem gambling.

Wigan and Leigh Hospice will complete and submit the following returns to the Gambling Commission, within the following time periods:

- Lottery submissions, within three months of the date of each lottery draw.
- Regulatory returns, within 42 days of the end of each of Wigan and Leigh Hospice annual period which is currently within 42 days of the end of March, each year.

### **6.10 Marketing**

Wigan and Leigh Hospice will comply with the advertising codes of practice that apply to the form and media in which it advertises its gambling facilities or services and will apply the principles included within these codes of practice.

The hospice's primary means of recruiting members is via face to face canvassing. New members are also able to sign up via the hospice website, either setting up a direct debit or requesting a form to be sent in the post, over the phone by calling the lottery office or by completing a sign up form in person at the Hospice.

### **6.11 Risk assessment**

A thorough risk assessment has been undertaken of the Hospice Lottery operation, a copy of which is attached at Appendix 2.

### **6.12 Lottery complaints**

Wigan and Leigh Hospice utilises the Ulysses reporting system to report all incidents and has an in-house Complaints Policy which will be made available to all potential or actual customers upon request and is also available to download on the Hospice website [www.wlh.org.uk](http://www.wlh.org.uk).

It is the policy of Wigan and Leigh Hospice Lottery to take any complaint by a customer/member seriously. Any complaint received will be viewed in a positive manner, as a means by which our service can be improved and developed. We are constantly striving to meet the rising expectations of our members, and we welcome

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feedback on where our services can be improved or where your expectations have not been met.

We actively encourage our members to use the Hospice Complaints Procedure so that issues and concerns can be raised with management and addressed appropriately. Any complaints will be dealt with in accordance with the Wigan and Leigh Hospice Complaints policy. In accordance with this policy if a member still feel dissatisfied after the complaint has progressed through the Hospice internal complaints procedure; as per the agreed protocol arranged on behalf of members by the Hospice Lotteries Association the matter will be referred to an Alternative Dispute Resolution (ADR) Provider, which is the Independent Betting Adjudication Service which can be contacted at:

Independent Betting Adjudication Service  
PO Box 62639  
London  
EC3P 3AS  
Tel: 020 7347 5883  
Fax: 020 7347 5882  
Email: [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk)  
Website: [www.ibas-uk.com](http://www.ibas-uk.com).

The services of the ADR entity is free of charge to the customer. Although the ADR's decision is not binding on the Hospice or the customer, the Hospice will comply with the decision. All complaints records will be available for inspection by the Gambling Commission and held for a period of 3 years.

### 7. Staff awareness and training

All staff associated with the Hospice Lottery will be given initial training as part of their induction in relation to the licensing objectives, the Licence Conditions and Codes of Practice and the policies and procedures in relation to the operation of the Hospice Lottery. This will be delivered by the Head of Income Generation. Monthly update meetings between the Fundraising and Lottery Manager and Lottery administrative staff will take place to offer continuous training in the application of this policy in practice. In addition to the monthly updates, more formal annual training will be provided either in-house or with other hospices through the Hospice Lotteries Association. An annual competency assessment will be carried out and recorded by the Head of Income Generation to ensure all associated staff are conversant with this policy and procedure and are applying these principles in day-to-day practice. All key personnel registered with the Gambling Commission have a duty to keep up to date with changes in legislation or practice as advised by the Commission. Such changes

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will be reflected in an updated policy and procedures and relevant training provided to associated staff.

### **8. Compliance with Statutory Requirements**

Gambling Act 2005

Gambling Commission Licence Conditions and Codes of Practice

Proceeds of Crime Act 2002

Data Protection Act 2015

General Data Protection Regulation 2018

### **9. Policy monitoring and review**

Policy review three-yearly or whenever legislation required.

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**10. Policy review group**

Head of Income Generation  
Fundraising and Lottery Manager  
Head of Finance & Support Services  
Chief Executive

**11. Equality Impact Assessment Statement**

An Equality Impact Assessment has been carried out on this policy. The equality and equity aspects of this policy have been considered and, where necessary, addressed to ensure that the policy is legal, fair and equitable.

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## APPENDIX 1

### Wigan and Leigh Hospice Lottery Terms and Conditions

- Wigan and Leigh Hospice Lottery is licensed and regulated by the Gambling Commission under the Gambling Act (2005) [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk).
- The responsible persons are Kate Gaynor (Head of Income Generation) and Sophie Cannon (Fundraising Manager) who can be contacted at the following address: The Lottery Office, Wigan and Leigh Hospice, Kildare Street, Hindley, Wigan WN2 3HZ.
- All profits from the Lottery will be used to fund work by Wigan and Leigh Hospice a Charitable Incorporated Organisation (Charity No 513400).
- These terms and conditions shall be construed in accordance with and governed by the laws of England and Wales.
- Lottery members will be notified 28 days prior to any changes to the terms and conditions before they come into effect.
- All members must be aged 16 years or over and a resident of Great Britain (not Northern Ireland). No person under this age is allowed by law to enter Wigan and Leigh Hospice Lottery. Any person found to be under 16 years of age will have their stake returned and automatically forfeits the right to any prize. If prizes have already been paid out, all reasonable attempts will be made to recover them.
- Members can pay their subscriptions by any of the following methods:
  - By cash, cheque, postal order or debit card. A reminder letter is sent when £2 credit remains.
  - By Direct Debit, or standing order either £4.34 monthly, £13 quarterly, £26 half yearly or £52 annually.
  - Please note payments cannot be made via credit card.
- The above payment methods can be made via the following means; direct to the hospice, online via the hospice website, or over the phone by calling the hospice lottery office.

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- All members will receive a unique lottery number which is randomly selected by secure computer software for every £1 subscribed. Players may purchase more than one entry.
- The number of entries one person can make in any one week is restricted to 10, any requests above 5 we will contact as part of our commitment to social responsibility in gambling.
- All numbers will be entered into the draw on receipt of that week's subscription.
- It is the responsibility of the player to advise us of any corrections to or change of name, address or any other membership details deemed necessary. The Lottery office can be contacted at [lottery@wlh.org.uk](mailto:lottery@wlh.org.uk) or 01942 525566.
- The lottery draw will take place each Friday and the winning numbers will be randomly selected using approved lottery software. In the case that the Friday draw is on a bank holiday, the draw will take place the day before.
- Prize winners will be notified in writing within 7 working days of the draw date, if address details have been provided. Prize money will be sent by cheque within 7 working days. The winners will be published on a weekly result sheet displayed in the Hospice main reception and available to download on the Hospice website [www.wlh.org.uk](http://www.wlh.org.uk). If we don't have address details for the winners, it is the player's responsibility to get in touch and claim the winnings within six months.
- The result of each draw is final and no correspondence will be entered into.
- Weekly Prizes; 1st prize – £1,000 2nd Prize – £250 3rd Prize – £100 4th Prize – £75 5<sup>th</sup> Prize – £50 6<sup>th</sup> Prize – x5 £25 7<sup>th</sup> Prize – x20 £10. Total weekly prize pot – £1,800. Total number of weekly winners – 30.
- Twice a year the Hospice Lottery will promote a 'Bumper Draw' in which the 1st prize is increased to £3,000. All other prizes for that week's draw will remain as above. As a weekly lottery player you will automatically be entered into the 'Bumper Draw', however additional single tickets can be purchased. Please see 'Bumper Draw' Terms and Conditions for more information.

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- The Hospice Lottery may conduct additional raffles and the terms and conditions for these campaigns will be advertised in accordance to the marketing for this draw. Cancellation of entry into the raffles is the player's responsibility and any monies paid in advance are not refundable. Please advise us in writing if you wish to cancel your entry into the raffle draws.
- The Hospice will comply with all data protection requirements and protect our members' personal data. Please note that Wigan and Leigh Hospice Lottery will not accept liability for the loss, theft or delay in any communication sent by post, email or for any delays in the banking system.
- The Hospice reserves the right to refuse an application, or to cancel an existing subscription at its absolute discretion. Any such rejection or cancellation may be reconsidered on submission of a written appeal to the Head of Income Generation within 7 days. The decision of the Head of Income Generation will be final.
- There are no alternatives to any prizes and no interest is payable. Prizes will be sent within seven days to the player's postal address. Players should contact the Hospice Lottery Office, either by phone, post or email, with change of address details. Any winner's cheques which are returned to the Hospice and undelivered by Royal Mail will be marked on the player's record. Winnings can be claimed up to 6 months after the draw date.
- Customer funds are kept in accounts separate from business accounts but they would form part of the assets of the business in the event of insolvency.
- Once a player has cancelled their membership, their remaining credit will allow them to play until their subscription is less than the weekly membership fee. Any income less than the weekly membership fee will be donated back to the Hospice unless the members requests a refund in writing enclosing a SAE within 14 days of their cancellation.
- When a Wigan and Leigh Hospice Lottery player is deceased their membership is automatically cancelled once the lottery office is notified. If money for the deceased is still received, the money will be added to the players account but not entered into the draw. The next of kin or executor will then have the option to request the transfer of the lottery number into a new name, the cancellation

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and refund of any remaining credit or the cancellation and donation of any remaining credit to the Hospice.

- Any remaining credit in a deceased or cancelled lottery player's account that is not claimed within 90 days will automatically be treated as a donation to Wigan and Leigh Hospice.
- Any winning cheques that are not cashed after 6 months from the date of issue will be deemed cancelled and the money donated back to Wigan and Leigh Hospice.
- Wigan and Leigh is committed to protecting your privacy. By purchasing a lottery membership or raffle ticket you consent to the collection and processing of your personal details by us. Data collected from you is used lawfully in accordance with the GDPR legislation and with Wigan and Leigh Privacy Policy.
- Any member has the right to access the information held about them. To obtain this information, please contact Wigan and Leigh Hospice in writing.
- Wigan and Leigh Hospice supports responsible gambling and is a member of the Hospice Lotteries Association, which on behalf of its members makes a financial contribution towards GAMCARE, the leading organisation that provides practical help to problem gamblers. More information can be found at: [www.gamcare.org.uk](http://www.gamcare.org.uk). Further support can also be found on the Gamble Aware website [www.gambleaware.co.uk](http://www.gambleaware.co.uk). The Hospice reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant is suspected of having problems with gambling.
- If you believe you may have a problem with gambling, you can complete a self-exclusion form found on our website. Please submit this form to the Hospice Lottery office so we can remove you from the weekly lottery draw. Players who choose to self-exclude will not be able to re-join the lottery for a minimum of six months and will be removed from all gambling related marketing.
- Wigan and Leigh Hospice shall not be liable to you in contract, tort, and negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the Lottery (including loss of the opportunity to enter the Lottery and/or the chance of winning a prize).

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## Wigan & Leigh Hospice

- All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the Lottery Office. In the event that a complaint or dispute cannot be resolved then it will be referred to arbitration. As a member of the Hospice Lotteries Association this will be the “Independent Betting Adjudication Service” (IBAS).
- A copy of these terms & conditions may be obtained by sending a stamped addressed envelope to Wigan and Leigh Hospice. Alternatively they are available online at [www.wlh.org.uk](http://www.wlh.org.uk).

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**APPENDIX 2**

**Wigan and Leigh Hospice Lottery Risk Assessment**

Risk assessment

Department: Lottery

Assessment carried out by: Kate Gaynor – Head of Income Generation

Date assessment was carried out: 15.02.2021

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Children and vulnerable people gambling	Children & vulnerable people gambling illegally or without full knowledge of what they are doing.	Social responsibility policy in place.  Age confirmation on applications forms.	Age restriction clearly publicised in all lottery comms and promotion.	Anyone who promotes the lottery – Fundraising & Lottery Manager, Lottery Assistant, PR & Comms Lead	On-going	15.02.2021 onwards
Players unclear about lottery processes	Players and potential players	T&Cs easily accessible on lottery page of Hospice website.  Clear comms produced to promote lottery.  Hospice staff available via email and phone to answer queries.  Reputable canvassing company used, also employed by neighbouring hospice lottery teams.	Continue to review comms and make improvements to leaflet and website as needed.	All staff	Ongoing	15.02.2021 onwards

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Lottery being used for unlawful purpose	General public and players	<p>Weekly players may purchase a maximum of 5 numbers.</p> <p>No more than 50 single tickets to be purchased. Permission to purchase more than 50 single tickets must be granted by Fundraising &amp; Lottery Manager.</p> <p>Majority of payments received by Standing Order, few cash payments made.</p>	<p>If a suspicious activity is identified it should be reported to the National Crime Agency by completing a Suspicious Activity Report (SAR) online.</p> <p>Once a SAR has been completed the unique reference number should be provided to the Commission.</p>	Service Manager at time suspicious activity is identified.	When identified.	N/A
Problem gamblers opening lottery account.	Problem gamblers	<p>Guidance displayed on website.</p> <p>Self-exclusion available.</p> <p>Signposting to gambling support organisations.</p> <p>Social responsibility in gambling policy in place.</p>	Ongoing awareness raising and training of lottery staff.	All lottery staff	When identified	N/A
Operating outside of licence agreement	All associated with Hospice lottery	<p>Staff to have access to appropriate training and information.</p> <p>Member of the Hospice</p>	Training to be attended by all staff linked to the delivery of the Hospice lottery.	Regular training to be arranged by line manager with annual competency assessment. Staff able to	Ongoing	15.02.21 onwards

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		Lotteries Association.		Speak to their line manager if they need assistance.		
Winners chosen unfairly	Players	Winning numbers chosen electronically by donor database (Donorflex). Database used by other Hospices and known to the Commission.	Ensure continued use of an approved lottery software supplier.	Head of Income Generation.	Ongoing	15.02.21 onwards
Cash security and accountability	Players & hospice (reputation)	Limited number of cash/cheque players now as most pay by standing order. Cash / cheques handled in line with hospice cash handling policy. All cash / cheques receipted and recorded on day of acceptance. Stored in locked safe for onward transmission to bank.	Ongoing awareness raising and training of lottery staff.	Head of Income Generation and Fundraising & Lottery Manager.	Ongoing	15.02.21 onwards

### APPENDIX 3

## Wigan and Leigh Hospice Lottery Bumper Draw Terms and conditions

- Wigan and Leigh Hospice Lottery is licensed and regulated by the Gambling Commission under the Gambling Act (2005) [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk).

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- The responsible persons are Kate Gaynor (Head of Income Generation) and Sophie Cannon (Fundraising Manager) who can be contacted at the following address: The Lottery Office, Wigan and Leigh Hospice, Kildare Street, Hindley, Wigan WN2 3HZ.
- All profits from the Lottery will be used to fund work by Wigan and Leigh Hospice a Charitable Incorporated Organisation (Charity No 513400).
- These terms and conditions shall be construed in accordance with and governed by the laws of England and Wales.
- Lottery members will be notified 28 days prior to any changes to the terms and conditions before they come into effect.
- All members must be aged 16 years or over and a resident of Great Britain (not Northern Ireland). No person under this age is allowed by law to enter Wigan and Leigh Hospice Lottery. Any person found to be under 16 years of age will have their stake returned and automatically forfeits the right to any prize. If prizes have already been paid out, all reasonable attempts will be made to recover them.
- Weekly Lottery members will automatically be entered into the 'Bumper Draw'.
- Entry can be made into the 'Bumper Draw' by any supporter. Players can purchase single tickets to the 'Bumper Draw' by any of the following methods:
  - By cash, cheque, postal order or debit card.
  - Please note payments cannot be made via credit card.
- When a 'Bumper Draw' is taking place, there will be a deadline for single ticket entries one week before the draw date that will be stated on the tickets. Any payments received after the deadline date stated, will be treated as a donation to Wigan & Leigh Hospice.
- All single tickets are given a unique lottery number which is clearly printed on the ticket and stub. Players may purchase more than one entry, if ticket purchases exceed 300, approval from Head of Income Generation must be sought.

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- It is the responsibility of the player to advise us of any corrections to or change of name, address or any other membership details deemed necessary. The Lottery office can be contacted at [lottery@wlh.org.uk](mailto:lottery@wlh.org.uk) or 01942 525566.
- The lottery 'Bumper draw' will take place on a specified date which will be communicated on the tickets and on our website. The winning numbers will be randomly selected using approved lottery software.
- Prize winners will be notified in writing within 7 working days of the draw date, if address details have been provided. Prize money will be sent by cheque within 7 working days. The winners will be published on a weekly result sheet displayed in the Hospice main reception and available to download on the Hospice website [www.wlh.org.uk](http://www.wlh.org.uk). If we don't have address details for the winners, it is the player's responsibility to get in touch and claim the winnings within six months.
- The result of each draw is final and no correspondence will be entered into.
- 'Bumper Draw' Prizes; 1st prize – £3,000 2nd Prize – £250 3rd Prize – £100 4th Prize – £75 5<sup>th</sup> Prize – £50 6<sup>th</sup> Prize – x5 £25 7<sup>th</sup> Prize – x20 £10. Total weekly prize pot – £1,800. Total number of 'Bumper Draw' winners – 30.
- The Hospice Lottery may conduct additional raffles and the terms and conditions for these campaigns will be advertised in accordance to the marketing for this draw. Cancellation of entry into the raffles is the player's responsibility and any monies paid in advance are not refundable. Please advise us in writing if you wish to cancel your entry into the raffle draws.
- The Hospice will comply with all data protection requirements and protect our members' personal data. Please note that Wigan and Leigh Hospice Lottery will not accept liability for the loss, theft or delay in any communication sent by post, email or for any delays in the banking system.
- The Hospice reserves the right to refuse sale of single tickets at its absolute discretion. Any such rejection or cancellation may be reconsidered on submission of a written appeal to the Head of Income Generation within 7 days. The decision of the Head of Income Generation will be final.

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- There are no alternatives to any prizes and no interest is payable. Prizes will be sent within seven days to the player's postal address. Players should contact the Hospice Lottery Office, either by phone, post or email, with change of address details. Any winner's cheques which are returned to the Hospice and undelivered by Royal Mail will be marked on the player's record. Winnings can be claimed up to 6 months after the draw date.
- Customer funds are kept in accounts separate from business accounts but they would form part of the assets of the business in the event of insolvency.
- Any winning cheques that are not cashed after 6 months from the date of issue will be deemed cancelled and the money donated back to Wigan and Leigh Hospice.
- Wigan and Leigh is committed to protecting your privacy. By purchasing a single ticket you consent to the processing of your personal details by us. Data collected from you is used lawfully in accordance with the GDPR legislation and with Wigan and Leigh Privacy Policy.
- Any member has the right to access the information held about them. To obtain this information, please contact Wigan and Leigh Hospice in writing.
- Wigan and Leigh Hospice supports responsible gambling and is a member of the Hospice Lotteries Association, which on behalf of its members makes a financial contribution towards GAMCARE, the leading organisation that provides practical help to problem gamblers. More information can be found at: [www.gamcare.org.uk](http://www.gamcare.org.uk). Further support can also be found on the Gamble Aware website [www.gambleaware.co.uk](http://www.gambleaware.co.uk). The Hospice reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant is suspected of having problems with gambling.
- If you believe you may have a problem with gambling, you can complete a self-exclusion form found on our website. Please submit this form to the Hospice Lottery office so we can remove you from the 'Bumper draw'. Players who choose to self-exclude will not be able to participate in any aspect of the Hospice lottery for a minimum of six months and will be removed from all gambling related marketing.

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- Wigan and Leigh Hospice shall not be liable to you in contract, tort, and negligence or otherwise for any indirect or consequential loss suffered by you in relation to your participation in the 'Bumper Draw' (including loss of the opportunity to enter the 'Bumper Draw' and/or the chance of winning a prize).
- All complaints and disputes will be dealt with in accordance with our policy, a copy of which is available from the Lottery Office. In the event that a complaint or dispute cannot be resolved then it will be referred to arbitration. As a member of the Hospice Lotteries Association this will be the "Independent Betting Adjudication Service" (IBAS).
- A copy of these terms & conditions may be obtained by sending a stamped addressed envelope to Wigan and Leigh Hospice. Alternatively they are available online at [www.wlh.org.uk](http://www.wlh.org.uk).

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