



Wigan & Leigh Hospice

Social responsibility in Gambling – Policy Document

Introduction

Wigan & Leigh Hospice operates a lottery for the sole purpose of raising funds for the Charity. 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

The following rules must be followed when an individual joins the lottery:

- The individual must be aged 16 or over. It is illegal for individuals under the age of 16 to enter into a lottery.
- The individual is resident in the UK
- Maximum payments per player of £52 per annum (in one payment)
- Staff will intervene if any one player requests to purchase more than 5 entries or 50 single tickets per draw. After preliminary discussion they will refer the matter to the Lottery Manager.
- Audit trails conducted are conducted at frequent intervals

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 the chances of winning
- Members can access a copy of these rules at www.wlh.org.uk/lottery or they can be requested by calling the lottery department on 01942 525566
- Any advertising and promotional material is clear and not misleading
- The results are made public via our website at www.wlh.org.uk/lottery and promoted on the lottery hospice notice board.
- Any complaint regarding the conduct of the lottery will be investigated in accordance with the Lottery Complaints Procedure. The full complaints procedure is available at www.wlh.org.uk/lottery or can be requested by calling the lottery department on 01942 525566

3. Protecting Children and Other Vulnerable Persons from Being Harmed or Exploited By Gambling

Under Age Gambling. It is illegal for individuals under the age of 16 to enter into a lottery. When joining the lottery the player will be required to sign a declaration confirming that they are 16 or over and may also be required to provide proof to confirm they are 16 or over.

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 ensure to the best of our abilities that the individual does not try to reinstate new membership. Self-exclusion documents are available at www.wlh.org.uk/lottery or can be requested by calling the lottery department on 01942 525566

If upon the expiration of the period of voluntary self-exclusion, a player wishes to return to playing the lottery then the lottery undertakes to impose a minimum 24 hour cooling off period as part of its reintroduction to gambling policy

Anyone suffering from mental illness, learning difficulties or who is incapable of decision making will need written permission to play from their immediate family or carer

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

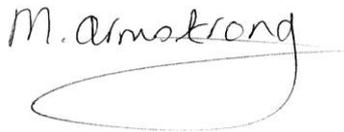
Gambling Support Organisations. We will provide contact details or links the lottery section of our website or via other appropriate media to Gamcare and other relevant/appropriate organisations

Self Help and Awareness Information. We will provide self-help and awareness information via our lottery websites or other appropriate media together with links to or contact details of Gamcare and other relevant/appropriate organisations

On reading the above, please sign and date the tear-off slip below and return it with your next collection. The slip is required for inspection by the Gambling Commission on any future compliance visits to the Hospice.

If you have any queries please don't hesitate to give me a ring.

Thank you



Maxine Armstrong
Fundraising & Lottery Manager

I confirm that I have read the Social Responsibility Refresher Training covering:

- Preventing Gambling From Being a Source of Crime and Disorder
- Ensuring That Gambling Is Conducted In a Fair and Open Way
- Protecting Children and Other Vulnerable Persons from Being Harmed or Exploited By Gambling

Signed: **Date:**

Print Name:

(Please return this slip to the Lottery Office with your next collection)