
Eden Valley Hospice (Shop) Ltd

LOTTERY

Social Responsibility in Gambling - Policy Document

**Eden Valley
Hospice** 
and



Cumbria's Children's Hospice

Introduction

The Eden Valley Hospice (Shop) Limited operates a Society Lottery for the general public in North Cumbria, S.W. Scotland and the surrounding area, for the sole purpose of raising funds for Eden Valley Hospice.

Eden Valley Hospice is a registered charity that provides help and support to both adults and children from the area who suffers from terminal/life-limiting illnesses.

The Society 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. Prevent gambling from being either a source or associated, with crime and disorder and 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 Society's policies 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 limit the maximum number of entries to £20 per person per week.

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.
- ❖ The rules are fair.
- ❖ Any advertising and promotional material is clear and not misleading.
- ❖ The results are made public.
- ❖ That we have a set procedure to deal with complaints, which includes access to an independent third party should this be necessary to resolve a complaint.

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 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.
- ❖ *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.
- ❖ *Provide Information on Gambling Support Organisations* - We will provide on any lottery websites or via other appropriate media, contact details for or links to Be Gamble Aware and other relevant/appropriate organisations.
- ❖ *Staff Training* - All relevant staff receives awareness training on problem gambling issues.

Responsible Gambling

Whilst the majority of people do gamble within their means, for some gambling can become a problem. It may help you to keep control if you remember the following:

- ❖ Gambling should be entertaining and not be seen as a way of making money
- ❖ Avoid chasing losses.
- ❖ Only gamble what you can afford to lose.
- ❖ Keep track of the time and amount you spend gambling.
- ❖ If you want to have a break from gambling you can use our self-exclusion option by emailing us at lottery@edenvalehospice.org with your name, address and membership number(s). We will then close your membership(s) for a minimum period of 6 months, during which time it will not be possible for the account(s) to be re-opened for any reason.
- ❖ If you need to talk to someone about problem gambling then contact Gamble Aware. Gamble Aware is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. Contact 0808 8020 133.

Problem Gambling

If you are concerned that gambling may have taken over your (or someone else's) life then the following questions may help you find out:

- ❖ Do you stay away from work, college or school to gamble?
- ❖ Do you gamble to escape from a boring or unhappy life?
- ❖ When gambling and you run out of money, do you feel lost and in despair and need to gamble again as soon as possible?
- ❖ Do you gamble until your last penny is gone, even the fare home or the cost of a cup of tea?
- ❖ Have you ever lied to cover up the amount of money or time you have spent gambling?
- ❖ Have others ever criticised your gambling?
- ❖ Have you lost interest in your family, friends or hobbies?
- ❖ After losing, do you feel you must try and win back your losses as soon as possible?
- ❖ Do arguments, frustrations or disappointments make you want to gamble?
- ❖ Do you feel depressed or even suicidal because of your gambling?

The more you answer 'yes' to these questions, the more likely you are to have a serious gambling problem. To speak to someone about this contact Gamble Aware helpline on 0808 8020 133 or visit their website www.begambleaware.org for further information.