



# Severn Hospice

here and at home

## Lottery and Raffles

### Social Responsibility Policy

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Approved by:	
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## Social Responsibility in Gambling

Severn Promotions Company Limited (SPCL) operates a Society lottery for the general purpose of raising funds for Severn Hospice. The Society is committed to ensuring the lottery is operated in a secure, fair and socially responsible way and to endorse responsible gambling amongst its players.

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.

This document sets out SPCL's policies and approach to ensuring we manage 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 16 or over
- The individual is resident in the UK
- We retain the right to cancel any subscription should we suspect criminal activity
- If a request is made to buy 10 or more weekly subscriptions and/or buy more than 50 single tickets in one transaction, express authorisation from the Lottery Manager is required
- For more information please see the Severn Hospice [Anti Money Laundering Policy](#)

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

SPCL has responsibility for the promotion of the lottery. We will ensure that:

- Players have access to clear information on matters such as the terms and conditions of the game, 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 on Severn Hospice website [www.severnhospice.org.uk](http://www.severnhospice.org.uk)

### **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. When joining a lottery, individuals will be required to sign a declaration confirming that they are 16 or over and may also be required to provide their date of birth. Any individual found to

be under 16 will not be able to purchase an entry into the lottery. If upon winning any individual is unable to prove that they are 16 or over then any winnings will be forfeited.

- Gambling limits. SPCL imposes limits on the value of entries into a lottery that can be purchased by an individual.
- Self-exclusion. On request, we will close any players lottery record(s) for a minimum period of six months during which time the subscription(s) cannot be reinstated. Anyone wishing to self-exclude must print off the self-exclusion form, complete and return it to the address on the form or email us at [lottery@severnospice.org.uk](mailto:lottery@severnospice.org.uk) (a copy is attached to the end of this document). During the exclusion period we will ensure that the individual does not enter the lottery. These programs may be useful in blocking access to gambling sites from your browser: [Betfilter](#) and [Gamblock](#)
- Access to player entry history. We will provide any player with a full history of their lottery subscription, including entry, payment and winnings history upon request.
- Provide information on gambling support organisations. SPCL is a member of [The Hospice Lotteries Association](#) and the [Lotteries Council](#) both of who, on behalf of their members, make a financial contribution towards [BeGambleAware](#), an organisation with the sole aim of fundraising to assist with problem gambling. [The Hospice Lotteries Association](#) website has a page dedicated to responsible gambling. Further support can also be found at <http://www.begambleaware.org>
- Staff training. All relevant staff receive 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 to remember the following:

- Gambling should be entertaining and not 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 form or by emailing us at [lottery@severnospice.org.uk](mailto:lottery@severnospice.org.uk) with your name, address and lottery number(s). We will then close your subscription(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 [BeGambleaware](#) or [GamCare](#). GamCare is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. GamCare can be contacted on the National Gambling Helpline 0808 8020 133 between 8am and Midnight seven days a week. Calls to the National Gambling Helpline are free from landlines and mobile phones within the UK and do not appear on itemised bills. Calls from BT phone boxes are free; however some other public phone operators may charge you to call.

## PROBLEM GAMBLING

If you are concerned that gambling may have taken over you're (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 and 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 [BeGambleaware](#) or the [GamCare](#) confidential helpline on 0808 8020 133 or visit their website [www.gamcare.org.uk](http://www.gamcare.org.uk) for further information.**



The Severn Hospice Lottery

Bicton Heath, Shrewsbury

SY3 8HS

Tel: 01743 455319

Email: [lottery@severnospice.org.uk](mailto:lottery@severnospice.org.uk)

## **REQUEST TO SELF- EXCLUDE FROM GAMBLING**

Please exclude me from your lottery, raffles and any other gambling product promoted by Severn Hospice with immediate effect.

Please read this agreement carefully before completing and signing it:

Title: Mr/Miss/Mrs/Ms/ Other :

Forename(s):  Surname:

Address incl.   
postcode:

Telephone:  Email:

**For confidential help and advice please contact the GamCare Helpline on freephone 0808 802 0133 (open 7 days a week 8am – midnight)**

I request that I be excluded any entries into the Severn Hospice Weekly Lottery or raffles for a period of:

6 months (minimum)  12 months  5 years  Other (please specify)

I understand the consequences of self-exclusion and accept that I am not allowed to modify or rescind my self-exclusion prior to the expiry of this agreement. I understand that my voluntary self-exclusion will remain in place as per this agreement until the specified expiry, and I accept that a one day cooling off period will then be enforced prior to me being allowed to rejoin the Severn Hospice Lottery or to purchase raffle tickets.

Signed (excluded person)..... Date.....

Countersigned (designated representative)..... Date.....

For more information please contact [BeGambleaware](http://BeGambleaware.com) or [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)