

Responsible Gambling

St Catherine's Hospice Lottery is licensed and regulated by the Gambling Commission and through its policies and procedures is committed to ensure that the lottery is operated in a secure, fair, open and socially responsible way and endorsing its members to gamble sensibly.

The Gambling Commission regulates gambling in the public interest and is based on three licensing objectives:

- prevent gambling from being a source of crime and disorder, being associated or used to support crime & disorder
- ensure that gambling is conducted in a fair and open way
- protect children and other vulnerable persons from being harmed or exploited by gambling.

Website: www.gamblingcommission.gov.uk

St Catherine's Hospice License number: 4880

Promoter: Claire Irving, St Catherine's Hospice, Malthouse Road, Crawley, RH10 6BH

Our weekly lottery is a fun way to help raise as much money as possible to support the work of the hospice. All profits from the lottery go to St Catherine's Hospice. Over 70p of every lottery £1 goes to hospice care services, the remainder goes on prize money, administration and spreading the word about our lottery.

Preventing gambling from being a source of crime and disorder

When a supporter applies to join the lottery certain check and verification are made:

- The individual is aged 16 or over.
- The individual is resident in the UK.
- Retain the right to cancel any membership should criminal activity be suspected.
- Limit the maximum number of entries to 10 (£10) per person per week.

Ensuring that gambling is conducted in a fair and open way:

- Members have access to clear information on matters such as the lottery Terms and Conditions and prizes available.
- The rules are fair.
- Any advertising and promotional material is clear and not misleading.
- The results are made public.

Responsible Gambling

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 applying to join the lottery, an applicant is asked to confirm they are over the age of 16 and provide proof if requested. Any one found to be under the age of 16 will not be allowed to join the lottery. If for whatever reason, upon winning any individual is unable to prove this then any winnings will be forfeited.
- **Gambling Limits:** limits on the number of chances into the lottery that can be purchased by an individual.
- **Self-Exclusion.** On request, a lottery membership will become inactive for a minimum period of six months during which time the member cannot rejoin or re-instate their membership.
- **Access to Members History.** Able to supply any member with a full history of their lottery membership, including complete payment and winnings history upon request.
- **Provide information on gambling support, self-help and awareness organisations.**
- **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. The following measures are helpful to remember:

- Gambling should be entertaining and not seen as a way of making money
- Chasing losses should be avoided
- Only gamble what you can afford to lose
- Keep track of the time and amount spent on gambling

If a break from gambling is required a self-exclusion option is offered by contacting our lottery department on 01293 447373 or please see the other links regarding Self Exclusion. Your membership can become inactive for a minimum period of six (6) months.

Problem Gambling

If there is a concern over an individual's behaviour regarding gambling, then the following questions may help to assist with this:

- Staying away from work, college or school to gamble?
- Gambling to escape from a boring or unhappy life?
- When gambling and running out of money, feeling lost and in despair, feeling the need to gamble again as soon as possible?

Responsible Gambling

- Gambling until the last penny is gone, even the fare home or the cost of a cup of tea?
- Having lied to cover up the amount of money or time spent gambling?
- Ever criticised for gambling activity?
- Lost interest in family, friends or hobbies?
- After losing, feeling the need to try and win back any 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 of these questions that refer to an individual, there is a high likelihood that gambling related issues are a problem. An organisation to help with this is Begambleaware, contact the National Gambling Helpline on 0808 8020 133, www.begambleaware.org.

St Catherine's Hospice via its membership of the Hospice Lotteries Association (www.hospicelotteries.org.uk) makes an annual financial contribution to Gamble Aware, a charity committed to helping to minimise gambling related harm.

All incidents, infringements or concerns over a member or lottery activity must be reported initially to the lottery office and will be dealt with accordingly. A member of the senior fundraising team will be kept up to date with any matters as they arise dependant upon their nature & severity. Each incident will be recorded onto the relevant log and reviewed regularly and included in the Annual Regulatory Returns to the Gambling Commission if necessary.