



St Peter's Hospice

Social Responsibility in Gambling Policy

Updated by EH, May 2022

Introduction

St Peter's Hospice operates a Society Lottery, Your Local Lottery, for the general public in Bristol and the surrounding areas, for the sole purpose of raising funds for St Peter's Hospice. We are licensed by the Gambling Commission and are 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:

- Preventing gambling from being a source of crime and disorder, being associated with crime and disorder and being used to support crime.
- Ensuring that gambling is conducted in a fair and open way.
- 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. Lottery staff are familiar with this document and read it upon appointment and every six months thereafter. It is reviewed and updated as necessary on an annual basis.

Preventing gambling from being a source of crime and disorder is a priority. Processes we have in place to help ensure we follow all rules and expectations set out by the Gambling Commission are as follows:

- Our website payment gateway has a blocker for any IP addresses originating outside of Mainland Great Britain.
- We set a limit to the number of single tickets which can be purchased in a single transaction
- St Peter's Hospice is a member of the Hospice Lotteries Association, who on behalf of their members makes a financial contribution to BeGambleAware annually.

When an individual joins the Your Local Lottery we will check that:

- The individual is aged 18 or over
- The individual is a resident in mainland Great Britain
- We also retain the right to cancel any membership should we suspect criminal activity
- We do not accept cash payments for lottery memberships
- We limit the maximum number of entries to £20 per person, per draw

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

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- The rules are fair
 - Any advertising and promotional material is clear and not misleading
 - The results are made public
 - Protecting children and other vulnerable persons from being harmed or exploited by gambling

We will use our best attempts to address the following issues:

- **Underage Gambling.** It is illegal for individuals under the age of 18 to enter into a lottery. The minimum age to enter the St Peter's Hospice Your Local Lottery is 18, in line with the National Lottery. We reserve the right to ask for proof of age from any customer and will carry out random checks to verify players' ages. A customer's account may be suspended until satisfactory proof of age is provided. 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 at one time.
- **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 to 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 contact details or links on any lottery websites or via other appropriate media to BeGambleAware and other relevant/appropriate support organisations.
- **Self Help and Awareness Information.** We will provide self-help and awareness information on any lottery websites or other appropriate media together with links to or contact details of BeGambleAware and other relevant/appropriate organisations.

Responsible Gambling

Whilst most people do gamble within their means, for some gambling can become a problem. It may help individuals 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 option by downloading and completing the Self-Exclusion form from our website stpetershospice.org/lottery or by emailing us at lotto@stpetershospice.org
- If you need to talk to someone about problem gambling, we encourage you to contact BeGambleAware. BeGambleAware is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. BeGambleAware can be contacted on 0808 8020 133 (free

from UK landlines) or via their website www.begambleaware.org/

Problem Gambling

If you are concerned that gambling may have taken over yours (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 hard to 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 the BeGambleAware confidential helpline on 0808 8020 133 (free from UK landlines) or visit their website www.begambleaware.org/ for further information.