

SOCIAL RESPONSIBILITY IN GAMBLING

Responsible Gambling

St Oswald's Hospice Promotions Ltd operates a Society lottery for the general public for the sole purpose of raising funds for St Oswald's 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 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.

This document sets out the St Oswald's commitment to ensuring we approach any gambling activities in a socially responsible way.

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 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.

Ensuring that gambling is conducted in a fair and open way

- Players have access to clear information on matter 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 via St Oswald's Hospice website.

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. If for whatever reason, upon winning any individual is unable to prove that they are 16 or over then any winnings will be forfeited.
- Gambling limits. St Oswald's 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 contact details or links on any lottery websites or via other appropriate media to GamCare and other relevant/appropriate organisations.

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 need to talk to someone about problem gambling then contact 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 0808 8020 133 (local rate from UK).

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 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 the GamCare confidential helpline on 0808 8020 133 or visit their website www.gamcare.org.uk for further information.