The Children's Society
Lottery Licence Policy and Procedures

Policy

The Children's Society (TCS) is licenced by the Gambling Commission to carry out the activities of promoting a lottery.

A record of all tickets distributed is kept by TCS.

TCS can provide information on police checks of a Lottery Ticket seller that may be carried out. This includes address details and information of any monies sent in for tickets received.

All draws are conducted on the premises of The Woods Group Limited (a registered ELM) in plain sight of staff and an independent observer.

All entries and monies received for the lottery are processed by The Woods Group Limited. Monies are paid directly into The Children's Society own bank account. Banking reports are provided by The Woods Group Limited.

The Children's Society
Lottery Licence Policy and Procedures

Policy on Fair and Open Draws

Every draw is conducted at The Woods Group Limited premises and in plain sight of staff.

Draws are conducted at random using either a random number generator or using a blind draw.

A list of results is published on The Children's Society website. Winner's information is also available on request from The Children's Society.

Winners are notified straightaway either in writing or by phone if a telephone number is available.

Rules are published on The Children's Society website, entry forms and the reverse of raffle tickets.

Printed versions of rules are available on request from The Children's Society.

The Children's Society has a complaints procedure in place.

It is the responsibility of both The Woods Group Limited and our clients to ensure all raffles and lotteries are conducted in a fair and open way.

Where the draw is made by a random number generator (RNG), The Woods Group Limited will ensure that the RNG has been tested by an approved Gambling Commission certified test house according to the procedures set out by the Gambling Commission.

A full auditable record of each draw made using an RNG is kept by The Woods Group Limited and available for audit.

The Children's Society
Lottery Licence Policy and Procedures

Responsible and Problem Gambling Procedure

The following procedures have been put in place by The Children's Society to encourage people to gamble responsibly and to seek help should gambling develop into a problem.

GamCare is a UK based Charity that offers help and advice on gambling. Their helpline number is 0845 6000 133 and website is www.gamcare.org.uk. These details are included on all The Children's Society tickets as well as The Children's Society website.

Restrictions are in place regarding the number of books of tickets that can be allocated to an individual.

The maximum is five lottery books per person.

Requests for additional tickets will only be sent to known supporters and requests through The Woods Group Limited for more than £50 of extra tickets will be checked with The Children's Society.

Players or carers of a vulnerable person can request self-exclusion from our database for further lottery mailings.

Players can request the number of books they would like for an individual lottery and also the number of lotteries they would like to participate in on a yearly basis.

The Children's Society
Lottery Licence Policy and Procedures

Players queries and complaints procedure

Telephone and Written complaints
The Children's Society deals with all complaints and queries whether over the telephone or written correspondence. Our SLA for all complaints is to rectify no matter how they come to us within 5 working days from receipt, if unable to resolve within that timeframe then a holding letter/communication will be sent within the first 5 days with a date of the expected full response.

All complaints including the nature of the complaint and how the complaint was resolved is recorded on The Children's Society's database and kept for future reference.

All general queries will be logged by The Children's Society and held for future reference.

Telephone calls are normally resolved immediately; occasionally The Children's Society may have to make a call back.

E-mail complaints are generally responded to within 48hours.

If you wish to make a complaint, then please contact The Children's Society in the first instance by one of the following methods:

Telephone: 0300 303 7000

Email: supportercare@childrenssociety.org.uk

In writing: The Children's Society, Edward Rudolf House, Margery Street, London WC1X 0JL

If you are still not happy with the response to the issue and the matter cannot be resolved internally by The Children's Society, it would then be referred to IBAS (Independent Betting and Adjudication Service) or the Gambling Commission for further advice.

The Children's Society
Lottery Licence Policy and Procedures

Protection of Children and the Vulnerable

The Children's Society has taken steps to ensure that its lotteries do not attract young people.

The Children's Society has the following procedures in place to prevent under age players from participating in any lotteries we promote.

On all cold data used by our raffle supplier, it is requested that all persons under 16 years of age are excluded from the list before being supplied for the use of our lotteries.

Where possible The Children's Society checks its database to ensure persons are above the legal age limit before data is supplied for the use of a lottery.

Details of the minimum age to play are listed on the reverse of tickets.

Any player who provides dishonest information regarding their age automatically forfeits the right to any prize. This fact is also stated on the reverse of all tickets and on all entry forms.

Any player found to be under 16 years of age will have any monies paid in relation to the lottery returned to them.

In the event of a request to cease mailing lottery packs from a vulnerable person's carer, their details will be removed immediately from our database. If the lottery pack has been received as a result of their details being supplied to us through a cold list, we will also provide the individual with information on how to have the details removed from the list owners mailing records.

Remote only

The Children's Society's online raffle is produced and run by The Woods Group Limited.

Where tickets can be purchased on-line we will;

- Advertise online that you have to be over 16 to purchase a ticket.
- We will require anyone to verify their age by using the tick box in later ordering process.
- The Woods Group Limited will apply filtering software to the website to be used by adults (such as parents or schools) in order to restrict access to relevant pages of the website.

The Children's Society
Lottery Licence Policy and Procedures

Gambling responsibly and problem gamblers

The majority of people do gamble responsibly. The following information is in place to help you to gamble responsibly.

- You're buying fun, not investing your money.
- Set strict limits on how much time and money you're willing to spend.
- Quit while you're ahead.
- Only gamble with money you can afford to lose.
- Don't spend more money in the hope of winning back what you have lost.
- Keep up other interests and hobbies – don't let gambling take over your life.
- Don't gamble in order to escape from stress or boredom.
- Gambling in moderation is okay.

For some however gambling can become a problem. If you are concerned about the amount you are gambling, (or you are concerned for a friend or relative) then the following questions may help give you some guidance.

- Have you been criticised for your gambling?
- Have you lied to cover up the financial amount or the time you have spent gambling?
- Do arguments, stressful situations or disappointments make you want to gamble?
- Do you gamble alone for long periods?
- Do you stay away from work or college to gamble?
- Do you gamble to escape from a boring or unhappy life?
- Are you reluctant to spend 'gambling money' on anything else?
- Have you lost interest in your family, friends or pastimes due to gambling?
- If you lose, do you feel you must try to win back your losses as soon as possible?
- When you run out of money while gambling, do you feel lost and in despair, and feel the need to gamble again as soon as possible?
- Do you gamble until your last penny is gone?
- Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?
- Does your gambling ever make you feel depressed or even suicidal?

If you feel you are answering 'yes' to the majority of the questions above, then it is likely a gambling problem exists. Sometimes just telling someone about your concerns can be a relief and the first step toward dealing with your problem.

For friendly and helpful advice from trained counsellors you can call GamCare's helpline on 0845 6000 133. The helpline is open 24 hours a day.

You can also visit GamCare's website **www.gamcare.org.uk** for more information and advice.