

Lottery, Raffle & Superdraw Social Responsibility Policy

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Author: Director of Fundraising
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1. Introduction

- 1.1 Fire Fighters Charity operates a Society Lottery, raffle and superdraw open to the general public in England, Scotland, and Wales, for the sole purpose of raising funds for Fire Fighters Charity.
- 1.2 Our charity is committed to ensuring that the Society Lottery, raffle and superdraw are operated in a secure, fair and socially responsible way and to endorsing responsible gambling amongst participants.
- 1.3 The Gambling Commission (www.gamblingcommission.gov.uk) 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, or 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.
- 1.4 This document sets out our charity's policies and approach to ensuring we manage any gambling activities in a socially responsible way. Employees involved in the Society Lottery, raffle and superdraw are familiar with the contents of this document and read it upon appointment and every six months thereafter. Where there are updates to the policy these will be communicated and the updated policy disseminated.

2. Preventing gambling from being a source of crime and disorder

- 2.1 When an individual joins the lottery, raffle or superdraw we will check that:
 - The individual is aged 18 or over.
 - The individual is resident in Great Britain (England, Scotland or Wales only).
- 2.2 If upon verification (see section 4 below) an individual is found to be aged under 18, any stakes paid will be returned and no prizes will be paid.
- 2.3 We have technological controls in place to ensure that an individual is limited to one member account per person, and the maximum number of entries permitted per individual per draw is limited to 50.
- 2.4 Payment methods in our lottery draws are limited to cheque or bank transfer.
- 2.5 However, for our superdraw and raffle, we process payments via debit card (excluding credit cards, which are prohibited by gambling regulations for remote/ online entries).
- 2.6 Where raffle / paper tickets are sold for raffle and superdraws we will:
 - Maintain records of tickets distributed and not returned.
 - Limit the value of tickets to £20 sent to any address which is not that of an existing supporter of our charity.
- 2.7 We retain the right to cancel any membership should we suspect criminal activity.

3. Ensuring that gambling is conducted in a fair and open way

3.1 We will ensure that:

- Players have access to clear information on matters such as the rules of the Society Lottery, raffle or superdraw prizes that are available and the chances of winning.
- The rules are fair.
- Any advertising and promotional material is clear and not misleading.
- Any advertising and promotional material complies with the CAP code and BCAP code for lotteries.
- The results are made public.

3.2 We have a written procedure for handling any complaints and disputes relating to the conduct of our Society Lottery, raffle and superdraw. Copies are available upon request and made available to anyone who complains. Any complaint that relates to the outcome of the complainant's gambling transaction and which cannot be resolved to the complainant's satisfaction under our complaints procedure will be referred to the Independent Betting Arbitration Service (IBAS), PO Box 62639, London, EC3P 3AS. Telephone: 0207 2475883. Website: www.ibas-uk.com should the complainant so choose. This is provided at no cost to the complainant.

3.3 We keep a record of all complaints.

4. Protecting children and other vulnerable persons from being harmed or exploited by gambling

4.1 We will use our best endeavours to address the following issues:

- 4.1.1 **Underage Gambling:** It is illegal for individuals under the age of 16 to enter into a lottery; however, our charity imposes a minimum age of 18 for entry into our Society Lottery, raffle and superdraw. We reserve the right to ask for proof of age from any player and players' accounts may be suspended until satisfactory proof of age is provided. We will only accept valid, legible, photographic ID. If for whatever reason, upon winning any individual is unable to prove that they are 18 or over then any winnings will be forfeited and any stakes paid will be returned.
- 4.1.2 **Gambling Limits:** Our charity imposes limits on the value of entries into a Society Lottery, raffle and superdraw that can be purchased by an individual.
- 4.1.3 **Self-Exclusion:** On request, we will close any player's lottery membership(s) for a minimum period of six months, such period being capable of being extended to 5 years, during which time the membership(s) cannot be reinstated. During this period we will ensure that the individual does not open a new membership and we will take all reasonable steps to prevent any marketing material relating to our licensed activities regarding the lottery, raffle or superdraw being sent to any self-excluded customer, with the exception of blanket marketing targeted at a particular geographical area where the excluded individual would not knowingly be included. We will keep a register of self-excluded persons and, at the end of any period of self-exclusion, ensure that the player is required to take positive action in order to begin participating in the Lottery raffle or superdraw again and then only after a "cooling off period" of 24 hours will they be permitted to rejoin.
- 4.1.4 **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.
- 4.1.5 **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.
- 4.1.6 **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 GamCare and other relevant / appropriate organisations.

- 4.1.7 **Employee Training:** All employees involved with the lottery receive, at least annually and on induction for new employees, training on problem gambling and how to signpost individuals to get help if they feel they have a problem with gambling.

5. Responsible gambling

- 5.1 We will implement a process to manage our interaction with any participant in the Society Lottery, raffle or superdraw whose behaviour may indicate problem gambling. These include the identification of the appropriate level of management who may initiate customer interaction and the procedures for doing so, the types of behaviour that may trigger such intervention and the circumstances in which consideration should be given to refusing to sell lottery tickets to a participant. All our employees receive regular training on their respective responsibilities relating to problem gambling, in particular so that they know who is designated to deal with problem gambling issues.
- 5.2 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 option by emailing us at lottery@firefighterscharity.org.uk with your name, address and membership numbers. We will then close your membership for a minimum period of 6 months, which period may be extended to up to 5 years, during which time it will not be possible for the account to be re-opened for any reason.
- 5.3 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 free on 0808 8020 133

6. Problem gambling

- 6.1 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 or 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?
- 6.2 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.