

Martin House Hospice Care for Children and Young People Social Responsibility in Gambling

The Gambling Act 2005 key objectives are to:

- Prevent gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.
- Ensuring that gambling is being conducted in a fair and open way.
- Protecting children and other vulnerable persons from being harmed or exploited by gambling.

As holders of a Licence to promote and operate lotteries, Martin House is obliged to adhere to the requirements and objectives of The Gambling Act 2005 and take our responsibility to this very seriously. While entering any raffle operated by Martin House is a way to support our work, and the risk of addiction to gambling may be small, we do have in place the following policy to ensure people take part in Martin House lotteries responsibly.

If you or a family member feel that you are experiencing problems with gambling, you can seek advice and support from trained counsellors at GamCare by calling 0845 6000 133 or via their website www.gamcare.co.uk.

Responsible Gambling

Martin House has put in place the following procedures to encourage people to gamble responsibly and seek help should gambling become a problem:

- There is a restriction in place on the number of ticket books that are sent to an individual. The maximum is five books per person (10 tickets in a book).
- All ticket dispatches are recorded and monitored.
- Players can request a self-exclusion from our database for future lottery mailings. They can either phone Martin House on 01937 844569 or email appeal@martinhouse.org.uk.
- Players can also specify the number of books they would like to receive for an individual lottery up to £50.

Responsible Gambling

The majority of people do gamble responsibly. It may help you to keep your gambling under control by remembering the following:

- You are buying fun, not investing your money
- Before playing, set strict limits on how much time and money you are going to spend
- Quit while you're ahead

- Only gamble with money you can afford to lose
- Don't spend more money on gambling with the hope to win back money that 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, and feel it is taking over your life (or you are concerned for a friend or relative), then the following questions may help you and give you some guidance.

- Have others ever criticised your gambling?
- Have you ever lied to cover up the amount you have gambled or time you have spent doing it?
- Do arguments, frustrations 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?
- After losing, do you feel you must try to win back your losses as soon as possible?
- 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?
- Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?
- Do you feel depressed or even suicidal because of your gambling?

If you feel you are answering more to 'yes' in the above questions, then it is likely a gambling problem exists.

For friendly and helpful advice from trained counsellors, call the GamCare helpline on 0845 6000 133. The helpline is open 24 hours a day.

Sometimes just telling someone about your problem can be a relief and it is the first step towards dealing with your problem. You can also visit the GamCare website www.gamcare.org.uk for more information and advice.

Martin House Statement on Fair and Open Draws

- Draws are conducted at random using an independent person to withdraw tickets from the ticket container in the presence of witnesses.
- Winners will be contacted by post, email or telephone no later than 2 weeks after the draw date. A list of results will also be published on the Martin House website and in our Autumn newsletter.
- Martin House will make every effort to contact winners of raffle prizes, but in the event of being unable to do so, will transfer the allocated prize money into Martin House Funds funds.
- Rules are published on Martin House website.
- Any complaints regarding the draw can be made directly to Martin House by contacting our Chief Executive on 01937 844569 or by email to appeal@martinhouse.org.uk. We will respond to initial complaints and queries within 48 hours of receipt of the complaint. All complaints are recorded and the outcome of any complaint is also recorded for future reference. A copy of our complaints procedure is available on request.
- Care is taken to ensure that all tickets returned by the due date are entered into the draw for that raffle.
- We carry out a reconciliation of tickets sent out, tickets sold and tickets returned unsold.
- Information relating to draws is kept for a period of seven years.
- An annual return is made to the Gambling Commission detailing amounts received and the value of prizes given.

Underage Gambling

At Martin House we have taken steps to ensure that our lotteries do not attract young people. We have the following procedures in place to prevent underage players from participating in lotteries we promote:

- No tickets to be sold by or to persons under 16. ID will be required.
- If a player enters the lottery stating they are over 16 years of age and subsequently it is found that they are less than 16 years of age, the prize they have won will be forfeited, and their entry money returned to them.

- Any player found to be under 16 years of age will have any monies paid in relation to the lottery returned to them.
- If our data is found to inadvertently include any persons under the age of 16 they will immediately be taken off the database.

Law and Disorder

In accordance with Gambling Act 2005, Licence Conditions and Codes of Practice June 2007, Martin House would notify the Gambling Commission of any suspicious incidents which may be brought to their attention. Such incidents would include:

- Fraud
- Money laundering
- Criminal Spend

Martin House would also notify the police as appropriate.

Staff involved in the management of gambling activities on behalf of the Society have a CRB check and are advised of their duties on keeping crime out of our organisation.

(Please note that the words “lottery” and “raffle”, as used in this document, are interchangeable).