

# **CLIC Sargent Social Responsibility Policy 2016**

## **Social Responsibility Policy**

### **CLIC Sargent**

#### **Policy for Social Responsibility in Gambling**

CLIC Sargent has licences from the Gambling Commission to operate Large Society Lotteries for the general public, for the sole purpose of raising funds as a registered charity. CLIC Sargent is committed to ensuring that its lotteries are operated in a secure, fair and socially responsible way and to encouraging responsible gambling amongst its players.

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 policies and strategies CLIC Sargent have in place to ensure we approach any gambling activities in a socially responsible way.

#### **1. Preventing gambling from being a source of crime and disorder**

We will ensure that:

- For our lottery, we restrict the number of entries that we sell to any one individual to a maximum of 30 entries per month.
- If requests for additional entries are received, CLIC Sargent reserves the right to undertake further checks with the individual. The supply of extra entries is at the sole discretion of CLIC Sargent.
- We reserve the right to reject any entry to our lotteries should we suspect criminal activity.
- We will report any actual or suspected criminal activity in line with the Proceeds of Crime Act 2002.

#### **2. 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 terms and conditions of the lottery and the prizes that are available through various methods such as online, in mailings and on promotional materials and application forms. In relation to our lottery, this information can be found at [www.clicsargent.org.uk](http://www.clicsargent.org.uk), via email at [info@clicsargent.org.uk](mailto:info@clicsargent.org.uk) and by telephoning the Supporter Services Team on 0845 120 4442. In relation to our weekly lottery, this information can be found at [www.clicsargent.org.uk](http://www.clicsargent.org.uk) and by

Telephoning the Lottery Helpline at 0808-109-8765. Terms and conditions can be provided by post on request.

The terms and conditions are fair and open and any advertising and promotional material is clear.

- In a manual draw, winning tickets are selected randomly from all valid entries received. The draw is witnessed and a statement giving full details of the winning tickets is completed and signed by both the person making the draw and the witness. CLIC Sargent or its authorised representative will be present at the draw and will also sign the statement.

- The results are made public and winners' details are made available in accordance with the relevant terms and conditions.

- All winners are notified within a reasonable time period following the draw, and all reasonable effort is made to award prizes to winners. Any unclaimed prizes will be dealt with in accordance with the relevant terms and conditions.

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

We have the following procedures in place to address under-age and problem gambling:

##### **Under-age Gambling**

It is illegal for individuals under the age of 16 to enter into a lottery. Therefore:

- We ensure that our lottery terms and conditions, tickets, entries, entry instructions and websites advertise the minimum legal age limit and we make efforts to ensure that our lottery marketing and promotional literature is not directed at individuals under the age of 16 (including, where practical, by stating the minimum age limit).

- We screen data used for lottery marketing to try to prevent inclusion of anyone under the age of 16.

- CLIC Sargent staff and volunteers who are selling tickets or entries are trained to request that any individual who appears to be under the age of 16 provides proof of age before being allowed to make a lottery purchase.

- If for whatever reason, upon winning, any individual is unable to prove that they are 16 or over then any winnings will be forfeited and their entry fee will be returned to them.

- Where entries can be purchased online we will;

- Advertise clearly that you have to be over 16 to purchase an entry

- Require purchasers to verify their age. If we have any doubts about an individual's age we reserve the right to make additional age verification checks.

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- Our websites allow the use of filtering software to restrict access to gambling sites. For further information, see [www.gamblock.com](http://www.gamblock.com).

## 5. Problem Gambling

CLIC Sargent wants to encourage people to gamble responsibly and seek help should gambling become a problem. Therefore:

- Gambling Limits - we impose limits on the value of lottery entries that can be purchased by an individual and we reserve the right to refuse any requests for additional entries.
- Self-Exclusion - for some people, gambling can become a problem. Software is available to prevent an individual accessing gambling internet sites (for further information, see [www.gamblock.com](http://www.gamblock.com).) Those who wish to restrict their gambling activity can exclude themselves from receiving future lottery related marketing on request by emailing [info@clicsargent.org.uk](mailto:info@clicsargent.org.uk) or by telephoning the Supporter Services Team on 0845 120 4442 or the Lottery Helpline on 0808-109-8765. Following such request, the player's name will be removed from our mailing list and he/she will not receive notification of future raffles or lotteries for a minimum time period of 6 months.
- Information on Gambling Support Organisations - the lottery terms and conditions, website and promotional literature (online and offline) will, as far as reasonably practical, include the Gambleaware logo and contact information such as the National Gambling Helpline telephone number and the Gambleaware website address. Through appropriate training, we ensure that all staff and volunteers associated with the lottery are aware of problem gambling issues and that advice is available to individuals from Gambleaware regarding socially responsible gambling and gambling dependency.
- CLIC Sargent is a member of the Lotteries Council which makes an annual donation to The Responsible Gambling Trust on behalf of its members.

## 6. Guidelines for Responsible Gambling

As part of our commitment to promoting socially responsible gambling, the following guidelines are included for the benefit of members of the public who participate in lotteries operated by CLIC Sargent.

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 contacting us

If you are concerned that gambling may have taken over your own 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 that 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?

### **Help and Advice**

Gamble Aware

A service giving advice on gambling responsibly:

[www.gambleaware.co.uk](http://www.gambleaware.co.uk)

0808 8020 133

A full list of organisations which provide help and advice is available through the Gambling Commission website. Go to [www.gamblingcommission.gov.uk/useful-links](http://www.gamblingcommission.gov.uk/useful-links) and select Responsible Gambling