Flight for Life Lottery - Social Responsibility in Gambling

The Flight for Life Lottery (FFLL) is committed to ensuring that each lottery is operated in a secure, fair and socially responsible way and to endorsing 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 the following 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
4. Ensuring the promotion of social responsibility in gambling.

This document sets out the approach that the FFLL adopts to ensure we approach any gambling activities in a socially responsible way.

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

When an individual joins the lottery we will check that:

- The individual is aged 18 or over
- The individual is resident in the UK at the time of application
- We also retain the right to cancel any membership should we suspect criminal activity
- We reserve the right to limit the maximum number of entries per week
- All lottery related computers and software are password protected and accessible only by authorised members of staff
- We adopt a strict and thorough reporting procedure if a member of staff is found to be in any way operating in an illegal or suspicious manner.

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 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
- We utilise tried and tested lottery software to administer our lotteries with a Random Number Generation (RNG) in line with Gambling Commission regulations.

3. 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 an offence for persons under the age of 18 to play the lottery or claim a prize.

- If for whatever reason, upon winning any individual is unable to prove that they are 16 or over, any winnings will be forfeited and their previous stakes money returned. Each lottery membership form has a compulsory declaration of age section which must be completed before the membership is accepted. Sales staff, including canvasser's, are trained to avoid persons who are or who appear to be under 18.

- Even though it is illegal for persons aged 18 years or under to enter a lottery, where lottery tickets are sold face to face, if it appears that the potential customer might be 25 years or under, our staff ask for proof of identity, establishing that the person is aged 18 and over before selling the lottery ticket to them.

- Vulnerable persons – Staff, including canvassers, are trained to detect vulnerability in potential supporters and politely decline offers of support from such individuals. People particularly at risk include the elderly, mentally disabled and those under the influence of drugs or alcohol.
- Under age employment – FFLL does not employ anyone under the age of 18 years, as paid staff, canvassers or volunteers.
- Marketing – To ensure that our lotteries do not appeal to children or young people, careful attention is paid to the design and content of our marketing materials.

- The Flight for Life Lottery and any Canvassing Agencies acting on the Trust's behalf, will not work in any known No Cold Calling Zones or call door to door where a No Cold Calling sign is prominently displayed, to promote the Flight for Life Lottery.

- Financial Activity – as per Gambling Commission Regulation, no member may pay for a Lottery subscription remotely using a credit card as 'gambling with a credit card can facilitate high levels of gambling debt, and for people at risk of harm this could be a cumulative gambling debt across a number of operators and types of gambling.'*

4. Promotion of Social Responsibility in Gambling

The FFLL take the following steps to ensure the promotion of social responsibility in gambling:

- **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. On completion of the six month exclusion period, new membership may be entered into. A cooling off period of 24 hours minimum will be applied prior to membership re-activation.

- **Limits** - The FFLL may impose limits on the value of entries into a lottery that can be purchased by an individual.

- **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.
- **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.
- **Contribution to research and public education** – Through FFLL's membership to the Lotteries Council, we regularly contribute to the Responsibility in Gambling Trust (RGT) to fund research and public education on the risks of gambling and how to gamble safely.

* Changes to licence conditions and codes of practice on the use of credit cards for gambling (Consultation response, January 2020)