

Thames hospice

Policy: PRIZE-LED FUNDRAISING EXCLUSION POLICY

Date	Author/ Reviewer	Approved by	Doc name	Comment	Responsible Committee	Next Review
October 2023	Company Secretary	Income Generation	FR-P-0002	<u>October 2023</u> Policy reviewed. Job titles reviewed.	Income Generation	August 2024
August 2023	<u>Reviewer:</u> Head of Individual Giving			<u>August 2023</u> Policy Reviewed <u>August 2022</u> Policy reviewed. Policy renamed to Prize-Led Fundraising Policy (formerly Lottery Exclusion Policy) <u>March 2022</u> Policy reviewed. <u>March 2021</u> Policy reviewed. Addresses updated and policy font changed. <u>March 2020</u> Policy reviewed. <u>March 2019</u> Appendix two reviewed and updated. <u>June 2018</u> Updates to Appendix 2 – Lottery Self-Exclusion Form. Minor changes to text and layout <u>July 2016</u> Policy reviewed. Minor updates to text. Addition of Self-exclusion form as Appendix 2. <u>July 2014</u> New Policy		
	<u>Author:</u> Head of Individual Giving					

Policy Summary

This policy complies with the Licence Conditions and Code of Practice governing the procedures for Lottery self-exclusion. We will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement with ourselves from participating in our lottery.

1. Purpose of Policy

- 1.1. To outline the Thames Hospice policy for prize-led fundraising self-exclusion (note at Thames Hospice prize-led fundraising is usually our lottery or raffles).

2. Responsibilities

- 2.1. The Director of Fundraising has overall responsibility to ensure that the policy is fit for purpose and disseminated throughout the organisation.
- 2.2. All Thames Hospice staff and volunteers are expected to adhere to this policy and procedure. Any breaches will be investigated and appropriate action taken. This may include disciplinary action for employed staff.

3. Policy Statement

- 3.1. This policy complies with the Licence Conditions and Code of Practice governing the procedures for self-exclusion. We will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement with ourselves from participating in our prize-led fundraising. (See Appendix 1).

4. Policy Detail

- 4.1. See Appendix One and Appendix Two (Prize-led fundraising Self Exclusion Form)

5. Breach of Policy

- 5.1. Any deviation in practice from the above policy and procedure will be deemed a breach of policy
- 5.2. Any breach of this policy by Thames Hospice employees may lead to formal disciplinary action.
- 5.3. Any breach of this policy by Thames Hospice volunteers may lead to formal action under the Problem Solving Policy and Procedure.

APPENDIX 1 - Self-Exclusion Process

1 Request for Exclusion

Should a member of our staff receive correspondence from an individual who wishes to be self-excluded they will send out a prize-led fundraising Exclusion form to be completed and returned to Thames Hospice. Upon the receipt of the completed form the individual's details will be entered onto the **self-exclusion register**. This will then be cross referenced against the existing membership database and any new members signed up for prize-led fundraising for the period of the exclusion.

2 Marketing and Data Management

We will not target the individual with marketing material for gambling products at any time during the self-exclusion. We will close any membership of an individual who has entered a self-exclusion agreement and return any funds held in their name.

3 Procedures

We have in place the following procedures to ensure that an individual who has self-excluded cannot gain access to prize-led fundraising.

- A register of those excluded with appropriate records (name, address, lottery number, and any other appropriate comments).
- The self-exclusion will be acknowledged, and information directing the individual towards support (national gambling helpline and gambleaware website) will be provided.
- Staff training to ensure that staff are able to recognise and enforce the system.
- An individual must take positive action in order to self-exclude by way of a signature.
- You can also email our self-exclusion form to lottery@thameshospice.co.uk
- The self-exclusion period is a minimum of six months (giving members the option of extending this if they so wish).
- The self-excluded member must take positive action to be removed from the self-exclusion and be able to enter the lottery or raffle at a future date.
- The record of the self-exclusion will remain on file until the agreement has been formally ended.

4 Compliance

All Thames Hospice staff and volunteers are expected to adhere to this Policy and Procedure. Any breaches will be investigated and appropriate action taken. This may include disciplinary action for employed staff.

APPENDIX 2 – Prize-Led Fundraising Self-Exclusion form

PRIZE-LED FUNDRAISING SELF EXCLUSION FORM

Self-exclusion is designed to help those who are concerned about their gambling.

If you only want to cancel your Thames Hospice lottery membership you can do so simply by contacting us on the details below.

For clarity, Thames Hospice will contact you to confirm receipt of this form after which we will not make direct contact with you.

You will not receive any targeted direct mail/email or tele-fundraising from Thames Hospice related to gambling activity (which includes but is not limited to lottery and raffle).

We will exclude you for a minimum period of 6 months from the date of the form.

Beyond that date you will have to request to be removed from the exclusion register otherwise your exclusion will continue.

Please exclude me from your lottery and raffles with immediate effect and do not make any direct contact with myself during my exclusion period. I want to be entered on the Thames Hospice lottery Exclusion Register.

Name _____

Address _____

Lottery Name _____
Membership Number _____
(if applicable)

Comments _____

Email: _____

Telephone number _____

Signature _____

Date _____

Please return the form to: Lottery, Thames Hospice, Windsor Road, Maidenhead, SL6 2DN
Or email it to lottery@thameshospice.org.uk
For more information call 01753 842121