



LCCC Development Association Lottery Policy & Procedures

Lottery licence

- Non-remote Operating Licence number **005180-N-100432-008**

This document contains the LCCC Development Association's (**LCCDA**) non-remote gambling policies. These policies are a requirement for maintaining a non-remote non-commercial Society Lottery Operating Licence from the Gambling Commission. LCCDA is licensed by the Gambling Commission to promote its Lottery.

All employees and any contractors or agents associated with LCCDA's Lottery will be made aware of the policies and procedures contained in this document. Any contractors and agents will be contractually obliged to operate in accordance with them.

If anyone at the LCCDA wishes to operate any sort of gambling activity not covered in these policies, or one that requires a change to these policies, they must first seek the approval of LCCDA's license holder Gary Porter, Lottery Manager.

Policy

This policy is compulsory. It sets out LCCDA's non-remote lottery policies, which are based on the Gambling Commission's Licence Conditions and Codes of Practice (LCCP), under the Gambling Act 2005.



Gambling Policy & Procedure

Contents

1. Introduction
 2. General Policy Statement
 3. Protection of the business from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime
 4. Ensuring that children and other vulnerable people will be protected from being harmed or exploited by gambling
Customer Interaction
 5. The promotion of socially responsible gambling
 6. Ensuring that gambling is conducted in a fair and open way
 7. Access to premises
 8. Information requirements
 9. Marketing
 10. Complaints
- Lottery complaints procedure
 - Lottery rules

1. INTRODUCTION

LCCDA will alter this policy to reflect any future changes to the Gambling Commission's Licence Conditions and Codes of Practice.

Policies are provided in relation to:

- General policy statements
- Protection of the business from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime
- Ensuring that children and other vulnerable persons will be protected from being harmed or exploited by gambling
- The promotion of socially responsible gambling
- Ensuring that gambling is conducted in a fair and open way
- Access to premises
- Information requirements
- Marketing
- Complaints and disputes.

2. GENERAL POLICY STATEMENTS

General

LCCDA recognises its responsibility and obligation to comply with the Licensing Objectives of the Gambling Act 2005 and the Licence Conditions and Codes of Practice.

- LCCDA will operate its Lottery campaigns in accordance with the Gambling Act 2005.
- LCCDA will run Lotteries that comply with the general licence conditions and associated codes of practice (Licence Conditions and Codes of Practice) attached to LCCDA's lottery operating licence, as issued by the Gambling Commission pursuant to Section 75 of the Gambling Act 2005.

Small-scale operator status

- LCCDA will operate as a small-scale operator, as defined in the Gambling Act 2005 (Definition of Small-Scale Operator) Regulations 2006.
- Any changes required to the list of employees whose details and responsibilities have previously been provided to the Gambling Commission in relation to the operating licence (as in those qualifying persons actually named on LCCDA's operating licence) will be provided in writing by Gary Porter to the Commission, no later than 28 days after the change has occurred.
- Changes to registered address, trading name, equipment type used will be provided in writing to the commission within 28 days.

Cash handling

LCCDA and any contractors will:

- Ensure that access to any building used for Lottery administration purposes is controlled.

- Further ensure that access to any area within the building that is used either for Lottery administration purposes or for storage of Lottery related records is also controlled.
- All staff will, whenever and wherever possible, ensure that customers personal details, customers debit/credit card details are stored as safely and securely as possible.
- All cash and cash equivalents shall be handled in the company of other members of staff. They shall also be stored out of sight as safely and securely as possible prior to processing and shall be stored overnight in an office safe, once processed. If a safe is not available then this must be kept in a locked cupboard or drawer.
- Members of staff, where appropriate, are trained as part of their induction process in the understanding of, and the strict adherence to LCCDA Cash Handling policy

Protection of Customer Funds

All customer funds intended for the use in future gambling and/or lottery subscriptions will be held in a separate bank account or accounts relating to the Lottery and will be completely separate from the charities trading income.

General 'fair and open' provisions

LCCDA will ensure that:

- The terms upon which gambling is offered are not unfair under the -(The Unfair Terms in Consumer Contracts Regulations 1999 (UTCCs) was replaced by the Consumer Rights Act on 1 October 2015 – please enter the correct legislation here) and where applicable, meet the reasonableness test under the Unfair Contract Terms Act 1977 .
- The rules for each Lottery are made available to ticket holders and set out in plain and intelligible language see Page 10.
- Ticket holders will be notified of changes to the terms before they come into effect.

Display of licensed status

LCCDA will ensure that 'Licensed by the Gambling Commission' and details of the Gambling Commission's website (www.gamblingcommission.gov.uk) are printed on all Lottery tickets.

Lottery's

LCCDA will ensure that all of its Lottery campaigns will be operated specifically in accordance with the Gambling Commission's Licence Conditions and Codes of Practice.

3. PROTECTION OF THE BUSINESS FROM BEING A SOURCE OF CRIME OR DISORDER, BEING ASSOCIATED WITH CRIME OR DISORDER, OR BEING USED TO SUPPORT CRIME.

Proceeds of Crime Act 2002

Under the 2002 Proceeds of Crime Act (POCA), we need to report the gambling activities of individuals if we know or suspect that their lifestyle is supported by the proceeds of criminal activity. In other words, those people we know or suspect are using the proceeds of crime money to take part in our lottery activities.

Further information on PoCA can be accessed via this link:

<http://www.gamblingcommission.gov.uk/pdf/Proceeds-of-crime-act-2002-information-for-small-businesses.pdf>

Money Laundering Definition

Money laundering is a process by which the proceeds of crime are converted into assets which appear to have a legitimate origin, so that they can be retained permanently or recycled into further criminal enterprises or spent as a lifestyle. This definition of money laundering means that potentially anyone could contravene the Regulations if they were to become aware of or suspect the existence of criminal property and continue to be involved in a matter which relates to that property without reporting their concerns.

Policy (also see our Anti Money Laundering Risk Assessment)

LCCDA is committed to ensuring that all necessary safeguards are in place with regard to the receipt of money in order to avoid it being used to launder money that may originate from the proceeds of crime.

The Lottery Manager is Designated Anti Money Laundering Officer (AMLO)

All relevant staff are trained on the requirements of the Regulations and told of the need to report any suspicious cash transactions to the AMLO for the purpose of informing the relevant authorities.

Disclosure Procedure

Although the likelihood of any suspicious activity related to money laundering is considered to be an extremely low risk LCCDA is aware of the appropriate course of action to follow should such a suspicious activity be identified – the course of action is described below.

Where it is suspected by a member of staff that money laundering activity is taking/has taken place, a disclosure must be made to the AMLO as soon as possible. Because of the importance attached to the process, notification should normally take place immediately by telephone or, where that is not possible, by any other expedient means.

No discussion will take place with colleagues as confidentiality is paramount.

The AMLO will determine whether or not to submit - online or otherwise - a suspicious activity report (SAR) to the National Crime Agency (NCA) and will maintain records of all suspicious activity notifications received and the decision making process to address them. The AMLO may consider seeking advice from an appropriate authority (example: Gambling Commission) before deciding if SAR should be submitted.

Lottery Campaigns

- LCCDA will refuse to be associated with any proposed Lottery or other gambling activity that may breach the law.
- LCCDA will refuse to contract with any contractors or agents who LCCDA suspects may be associated with any potential or actual criminal activities.

LCCDA employees/self-employed agents

- LCCDA will maintain ongoing monitoring of all staff, particularly with a view to their direct or indirect association with potential criminal activities.

- LCCDDA will ensure that it reports any actual or suspected criminal activities to the police.
- LCCDDA staff involved in promoting Lotteries will be trained to a satisfactory standard to ensure compliance with LCCDDA's gambling policy and procedure.

4. ENSURING THAT CHILDREN AND OTHER VULNERABLE PEOPLE WILL BE PROTECTED FROM BEING HARMED OR EXPLOITED BY GAMBLING

Children

- LCCDDA will ensure that the Lottery rules and any Lottery marketing and promotional literature, including any Lottery tickets, adequately and effectively advertise the minimum legal age limit.
- LCCDDA will not accept Lottery entries from children who LCCDDA knows to be under 16 years old or suspect of being under 16 and cannot prove otherwise by producing acceptable identification documents such as a valid driving licence, passport or identity card. LCCDDA will explain that the operation of the Lottery is covered by the Gambling Act 2005, which prevents any person under that age from taking part in any gambling activities. LCCDDA will refund in full any Lottery money that may have been received.
- If a child under 16 years old is found to have participated in a Lottery after the Lottery draw has taken place, then a full refund will be made to that person and any prizes that might otherwise have been due to them will not be paid out. If prizes have already been paid out, all reasonable attempts will be made to recover them.

Suspected problem gamblers - Customer Interaction - Policy and Procedures

LCCDDA makes use of all relevant sources of information to ensure effective customer interaction and decision making in relation to identifying possible gambling disorders; equally to identify at-risk customers who may not be displaying obvious signs of problem gambling.

If members of staff have concerns that a customer's behaviour may be related to having problems with gambling, the Lottery Manager (Deputy) is to be informed at the earliest available opportunity. Indicative behaviour may include signs of distress, agitation, aggression, intense mood swings, hysteria, remorse and perhaps even damage to property and violence or the threat of violence to staff. Members of staff should bear in mind their own personal safety and follow the policy and not engage with a customer displaying problem gambling signs but report to the Lottery Manager (Deputy).

The Lottery Manager (Deputy) will assess and analyse the circumstances on receiving a report of a customer displaying signs of problem gambling and make a judgement as to whether it is appropriate to suggest to the customer that they might want to be provided with information regarding where they can seek professional advice about the nature of their gambling activity or have the process of self-exclusion explained for consideration. If the customer refuses such information the Lottery Manager (Deputy) may give consideration to refusing service.

Customer Interaction as described above should be conducted between the Lottery Manager (Deputy) and the customer in a confidential and meaningful manner. The Lottery Manager (Deputy) will log all such customer interactions and also reports may result in future customer interaction or where it has been ruled out where otherwise it would have taken place.

Members of staff are aware that the Lottery Manager (Deputy) who is specifically designated to deal with requests for self-exclusion, and are aware of where customers can be directed for confidential advice should they be directly approached for assistance.

This policy and procedure is consistent with, and implemented with due regard to LCCDA's duty in respect of the health and safety of their members of staff.

- In the event that an application to participate in a Lottery is received from a suspected problem gambler:
- The customer must be tactfully referred to GamCare by the Lottery Manager.
- The customer's details must be logged for the purposes of possible exclusion from future participation in future lotteries, should any similar incidents re-occur.
- All written and verbal communication between staff and suspected problem gamblers must be monitored and approved by the Lottery Manager.

In the event that an existing customer is suspected of becoming a problem gambler:

- Any requests for any additional lottery entries/tickets in excess of the recommended maximums must be tactfully refused.
- The customer must be tactfully referred to GamCare, by the Lottery Manager.
- The customer's details must be logged for the purposes of possible exclusion from future participation in future lotteries, should any similar incidents re-occur.
- All written and verbal communications between staff and the suspected problem gambler should be monitored and approved by the by the Lottery Manager.

Self-Exclusion

The LCCDA has procedures in place allowing an individual to self-exclude for a length of time – usually between a minimum of six months and not more than 12 months and will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement from participating in gambling. A request for self-exclusion will be available with immediate effect and with no cooling off period.

Customers will be given the opportunity to self-exclude either by telephone or in writing to:

LCCDA is aware that a customer who has self-excluded and who wishes to recommence lottery (gambling) with LCCDA after the self-exclusion period has expired, the customer will not be allowed to gamble until after 24 hours (cooling off period) have passed from the time the customer initially makes the request to recommence gambling.

Lottery Manager, Lancashire Cricket Foundation, Emirates Old Trafford, Manchester, M16 0PX
Tel: 0161 868 6848 | Email: lancashireline@lancashirecricket.co.uk

Other vulnerable people

- LCCDA is committed to ensuring that Lottery tickets are not knowingly sent to other vulnerable people.
- Staff are trained to detect vulnerability in customers/potential customers 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.
- LCCDA will politely refuse to accept any new or subsequent Lottery entries from people who have been discovered to be vulnerable or are suspected of being vulnerable, typically by recommending that the customer speaks with a carer or family member, before proceeding with the gambling transaction.
- LCCDA's own staff/Agents involved in the provision of facilities for gambling are made aware of advice on socially responsible gambling and of where to get confidential advice should their own gambling become hard to control. Staff can approach the Lottery Manager for any confidential help.

5. SOCIAL RESPONSIBILITY IN GAMBLING

Information on how to gamble responsibly and help for problem gamblers

- LCCDA is committed to ensuring that information about responsible gambling and accessing information and help in respect of problem gambling is readily available to all. The Lottery rules and any Lottery marketing and promotional literature, will as far as is reasonably possible, advertise the GamCare logo, and the GamCare National Helpline number (0845 6000 133), with the following supporting text:

“The LCCC Development Association supports responsible gambling – if you need advice or support ring 0845 6000 133 or visit www.gamcare.org.uk “

GamCare is a registered charity and has become the leading authority on the provision of counselling, advice and practical help in addressing the social impact of gambling in the UK. GamCare takes a non-judgemental approach to gambling. They do not wish to restrict the choices or opportunities for anyone to operate or engage in gambling that are available legally and operated responsibly, but do strive to develop strategies that will:

- improve understanding of the social impact of gambling.
- promote a responsible approach to gambling.
- address the needs of those adversely affected by a gambling dependency.

GamCare operates a national telephone helpline for anyone affected by a gambling problem and operates a network of both face-to-face and online counselling and support services. Additionally, GamCare works to support the development and implementation of responsible practice by the gambling industry.

LCCDA will ensure that all staff associated with the LCCDA gambling business are made aware that advice is available to customers from GamCare regarding socially responsible gambling and gambling dependency.

6. ENSURING THAT GAMBLING IS CONDUCTED IN A FAIR AND OPEN WAY

- All of LCCFDA's Lottery campaigns will be conducted in accordance with LCCFDA's Lottery rules. These rules will be permanently available to all prospective and actual Lottery customers via LCCFDA website www.lccfoundation.co.uk and will be provided in writing, upon request.
- LCCFDA will notify its customers of changes to the terms and conditions – that is, the lottery rules associated with any Lottery before they come into effect.
- LCCFDA will ensure that any manual draws are witnessed by at least one nominated representative, other than that person manually selecting the winning tickets.
- The winners will be notified in writing within 7 working days of the draw date. Prize money will be sent by cheque within 7 working days.

7. ACCESS TO PREMISES

LCCFDA will ensure that all employees and any contractors or agents associated with LCCFDA lottery business are made aware that:

- they must co-operate with the Gambling Commission's enforcement officers in the proper performance of their compliance functions.
- the Gambling Commission's enforcement officers have rights of entry to premises, as contained in Part 15 of the Gambling Act 2005.

8. INFORMATION REQUIREMENTS

LCCFDA will make all reasonable efforts to ensure that the Gambling Commission is provided with any information that they know relates to or suspect may relate to an offence under the Gambling Act 2005, including an offence resulting from a breach of a licence condition or a code provision having the effect of a licence condition.

LCCFDA will make all reasonable efforts to ensure that all key events as defined in the Gambling Commission's Licence Conditions and Codes of Practice are reported to the Gambling Commission within five working days of the licensee becoming aware of the events occurrence.

LCCFDA will make available to the Gambling Commission such information as the commission may require about the use made of facilities provided in accordance with LCCFDA operating licences, the manner in which gambling authorised by the licence is provided and the manner in which the licensee's business in relation to that gambling is carried out, including in particular information about:

- the numbers of people making use of the facilities and the frequency of such use, inclusive of changes in the number of staff associated with any lottery scheme where those changes have a material impact on LCCFDA gambling business.
- the range of gambling activities provided by LCCFDA and the numbers of staff employed in connection with them.
- the licensee's policies in relation to and experiences of, problem gambling.

LCCDA will complete and submit the following returns to the Gambling Commission, within the following time periods:

- Lottery submissions, within three months of the date of each lottery draw.
- Regulatory returns, within 42 days of the end of each of LCCDA's annual period which is currently within 42 days of the end of March, each year.

9. MARKETING

LCCDA will comply with the advertising codes of practice that apply to the form and media in which it advertises its gambling facilities or services and will apply the principles included within these codes of practice for media not explicitly covered.

10. COMPLAINTS

LCCDA will implement a Complaints Procedure which will be made available to all potential or actual customers upon request.





Lottery Complaints Procedure

Any complaints regarding LCCDA's Lottery can be made directly to LCCDA by contacting the Lottery Office on 0161 868 6848 or by email at lancashireline@lancashirecricket.co.uk or by letter to Lottery Department, Lancashire Cricket Foundation, Emirates Old Trafford, Manchester M16 0PX

LCCDA undertakes to:

- Ensure this Complaints and Disputes Procedure is available on the LCCDA website www.lancashirecricket.co.uk/foundation or upon actual customer request.
- Endeavour to resolve complaints as promptly and amicably as possible.
- Maintain a record of all complaints and the correspondence related to them.

Complaints will then be handled using the following three stage procedure:

Stage one

Your complaint will be acknowledged within three working days of its receipt. We will carry out a full investigation (provided the complaint is made to us within three months of the incident) and respond fully within 10 working days via your preferred method of contact. A formal record of the complaint will be kept in accordance with the Gambling Commission's reporting purposes.

Stage two

If the complaint is not satisfactorily resolved, the matter will be escalated to LCCDA's Lottery Manager Gary Porter. Every complaint will be taken seriously and fully considered by LCCDA in order that a satisfactory resolution can be achieved.

Stage three

In the event that a satisfactory outcome can still not be reached, in accordance with the agreed protocol arranged on behalf of members by the Lotteries Council the matter will be referred to our Alternative Dispute Resolution (ADR) Provider, which is the Independent Betting Adjudication Service.–The customer must send details of the complaint to the ADR in writing. You can contact the ADR either by post, phone or email:

Independent Betting Adjudication Service
PO Box 62639
London EC3P 3AS
Tel: 020 7347 5883
Fax: 020 7347 5882
Email: adjudication@ibas-uk.co.uk
Website: www.ibas-uk.com

The services of the ADR entity free of charge to the customer. Although the ADR's decision is not binding on LCCDA or the customer, LCCDA will comply with the decision.



Lottery Rules

- All members and agents must be aged 16 years or over. No person under this age is allowed by law to enter LCCDA's Lottery. Any person found to be under 16 years of age will have their stake returned and automatically forfeits the right to any prize. If prizes have already been paid out, all reasonable attempts will be made to recover them.
- All members will receive ten lottery numbers and four jackpot numbers for every £1 subscribed. Players may purchase more than one entry.
- All numbers will be entered into the draw on receipt of that week's subscription.
- No claim is necessary as all winners will be notified. The winners will be published on a weekly result sheet and available to download on the Club website www.lancashirecricket.co.uk/foundation
- There are no alternatives to any prizes and no interest is payable. Prizes will be sent within seven days.
- No liability is accepted for the loss, theft or delayed receipt of any communication sent by post.
- LCCDA reserves the right to use the winner's name for promotional purposes. These will only be in summary, e.g. Mrs Smith from London.
- All profits from the Lottery will be used to fund work by LCCDA (trading as Lancashire Cricket Foundation a company limited by guarantee) Company No 6394384 | Charity No 1121855)
- The Lottery promoter is Gary Porter and the promoter may be contacted at the following address: The Lottery Office, Lancashire Cricket Foundation, Emirates Old Trafford, Manchester, M16 0PX
- The LCCDA Lottery is licensed by the Gambling Commission under the 2005 Gambling Act www.gamblingcommission.gov.uk
- LCCDA supports responsible gambling. If you feel you have a problem with gambling please visit GamCare's website for help and advice at www.gamcare.org.uk, or contact the GamCare National Helpline on 0845 6000 1333. Lines are open 8am to midnight.

Any complaints regarding the draw can be made directly to LCCDA by contacting The Lottery Office on 0161 868 6848 or by email at lancashireline@lancashirecricket.co.uk. Complaints will be handled in line with LCCDA's Lottery complaints procedure found within LCCDA's Gambling Policy and Procedure. This is available online at www.lancashirecricket.co.uk/foundation. In the event that a satisfactory outcome can still not be reached, the matter will be referred to our Alternative Dispute Resolution (ADR) Provider, which is the Independent Betting Adjudication Service.

The ADR can be contacted either by post, phone or email:
Independent Betting Adjudication Service, PO Box 62639, London EC3P 3AS, Tel: 020 7347 5883, Fax: 020 7347 5882, Email: adjudication@ibas-uk.co.uk, Website: www.ibas-uk.com.

-
- LCCDA reserves the right without notice or reason to cancel or refuse entry to the Lottery.

