

Policy Name	Fair and Open Gambling Policy
Policy Purpose	Ensuring that gambling will be conducted in a fair and open way.
Policy Created By	City of Lincoln Council
Policy Created date	January 2018
Policy Validated and Checked By	Public Protection, ASB and Licensing Service Manager Legal & Democratic Services Manager
Policy Validated and Checked Date	22 <sup>nd</sup> February 2018
Policy Renewal Date	22 <sup>nd</sup> February 2019

## Policy Detail

1. CITY OF LINCOLN COUNCIL is committed to complying with the Gambling Act 2005, The Gambling Commissions LCCP, Lotteries Council Code of Conduct and The CAP and BCAP code,
2. CITY OF LINCOLN COUNCIL utilises the services of Gatherwell Ltd who are an External Lottery Management company ensuring that the lottery is delivered on a financially sound basis as:-
  - 2.1. The financial structure of the lottery ensures that revenues are received prior to the running of any draw.
  - 2.2. Each draw is self funded in terms of the liabilities that then arise (prizes, good cause donations etc)
  - 2.3. No players' tickets will be included in the draw unless cleared funds have been secured.
  - 2.4. The prize fund and good cause donations are calculated on a % basis of the revenue pot therefore ensuring sufficient funds will always be in place.
  - 2.5. Jackpot prizes are funded through an underwritten insurance policy provided by a reputable underwriter established in the UK, again paid for as a % of each entry
3. All terms and conditions are available for participants on the various websites of the CITY OF LINCOLN COUNCIL lottery, including the main [www.lincolnlottery.co.uk](http://www.lincolnlottery.co.uk) website.
  - 3.1. As part of the sign up process for new participants, new participants are asked to agree acceptance of the terms and conditions at the time of signing up. New accounts cannot be created unless the terms and conditions are accepted.
  - 3.2. Participants will be advised of changes to the terms and conditions via pop ups on the website. In exceptional circumstances, all participants can be emailed a link to advise them of the new terms and conditions.
4. Our terms and conditions detail the complaints procedure should participants need to raise any issues or concern, both internally at CITY OF LINCOLN COUNCIL and externally though the use of an independent arbiter should resolution not be found.
5. No loyalty or reward schemes are being offered.
6. Section 257 of the Gambling act 2005 highlights that "A person acts as an external lottery manager for the purposes of this Act if he makes arrangements for a lottery on behalf of a society or authority of which he is not—
  - (a) a member,
  - (b) an officer, or
  - (c) an employee under a contract of employment."
  - 6.1. As such Gatherwell Ltd ask its board and staff to declare any conflict of interest in any potential target clients, in addition to the specific requirement to comply with the law as stated above for existing clients.
7. Gatherwell Ltd holds responsibility for ensuring that all technical solutions remain within scope of the law.
  - 7.1. These include testing procedures for both existing, upgraded and new software propositions

- 7.2. Ensuring that all servers are located in the UK
- 7.3. Software protocols and administrator access is limited to core personnel
- 7.4. All Contractors and Third Party suppliers are advised of our standards before they are allowed to deliver technical support. Access is limited to the scope of their work and monitored and logged accordingly.



## Gambling commission questions:-

### ***Ensuring that gambling will be conducted in a fair and open way.***

- *How will you ensure that you have sufficient resources to cover all your gambling transactions and financial obligations?*
- *How will you ensure that the rules and conditions of the gambling facilities you provide are available and understood, and that the terms offered are fair to all?*
- *How will you notify customers when your rules and conditions change?*
- *How will you deal with complaints or disputes? How is this information made available to customers?*
- *Will you use a third party arbiter for any unresolved complaints or disputes?*
- *Will you be offering loyalty and reward schemes? If so, how will you ensure they are compliant with the LCCP?*
- *How will you ensure you comply with any relevant technical standards (eg Section 240 of the Gambling Act 2005)?*
- *How will you ensure any third party providers comply with any relevant technical standards?*
- *How will you assess whether a new product needs testing and how do you ensure that you comply with the testing requirements set out in the technical standards?*
- *Will you comply with any codes of practice set by other organisations (eg Trade Associations)?*

