

Policy Name	Social Responsibility in Gambling Policy
Policy Purpose	Ensuring the promotion of social responsibility in gambling.
Policy Created By	City of Lincoln Council
Policy Created date	January 2018
Policy Validated and Checked By	Principal Policy Officer 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 aware of its social responsibility to protect individuals from excessive and addictive gambling.
  
2. Limits are in place to ensure individuals cannot buy excessive numbers of tickets,
  - 2.1. This therefore restricts the capability for individuals to gamble beyond their means or gamble what they cannot afford.
  - 2.2. These limits will be monitored to see how many players reach them and may be reduced correspondingly if required.
  - 2.3. These limits are clearly highlighted at the point of purchase online.
  
3. Accounts require validation and set up.
  - 3.1. In the instances of direct debit the Direct Debit Guarantee ensures a time lag between ticket purchase and the first draw.
  - 3.2. As draws take place once per week, Ticket purchases are therefore not capable of being purchased for immediate play and
  - 3.3. for internal process reasons even credit & debit card payments cannot facilitate instant play into a draw for that week and a minimum of one days lag will be effective.
  - 3.4. The combination of these factors does ensure it limits the capability to facilitate instant gambling and therefore significantly reduces the risk of gambling whilst under the influence of drink or other substances.
  
4. It is not possible to borrow money or be entered for lottery draws unless cleared funds have been accepted. No exceptions will be made to this position.
  
5. The system data provides facilities to track major changes in the lottery participation. Any significant outliers in the numbers of tickets will be investigated as part of ongoing assessments on the correct levels for ticket participation.
  
6. A process for self exclusion from lottery participation exists to allow anyone to self exclude themselves from all propositions (existing or future)
  
7. Links to the support websites ([www.gamcare.org.uk](http://www.gamcare.org.uk) & [www.Gambleaware.co.uk](http://www.Gambleaware.co.uk)) plus the National Gambling Helpline are made available on the website to direct anyone to help and support should they need help from gambling addictions. City of Lincoln Council are also a contributing member to their research and support through membership of the lotteries council.



## Gambling commission questions:-

### ***Ensuring the promotion of social responsibility in gambling.***

- Are you aware of any organisations that can help problem gamblers? How will you make this information known to your customers?*
- What are your policies and procedures where you have concerns that a customer's behaviour may indicate problem gambling? What advice would you give?*
- Will you have procedures in place to prevent problem gambling arising? For example, are you aware of your regular customers, how much they usually spend, how often they usually gamble? Would you notice any drastic changes to their gambling behaviour and how would you deal with this?*
- What would you do if you felt someone was gambling beyond their means?*
- What are your procedures for self exclusion and how will you monitor this?*
- Will you set any limits on the size of bet/stake that you take? How will you make this information known to your customers?*
- What would you do if someone asked to borrow money from you in order to continue gambling, or if you knew someone was borrowing money in order to fund their gambling?*
- How do you intend to contribute to research and public education on the risks of gambling and how to gamble safely (eg contributions to Gambling Research Education and Treatment)?*

