



## Your Hospice Lottery/make a smile lottery canvassing code of practice

Our lottery complies with the highest standards in quality assurance, governance, and compliance guidelines. Furthermore, we only work with partner organisations that adhere to these standards also.

We are members of the Lotteries Council, Fundraising Regulator and the Chartered Institute of Fundraising and comply to the code practice requirements of these organisations. We are a Gambling Commission licensed operator, and to retain our license we work within a strict set of guidelines including the protection of vulnerable people and social responsibility.

We constantly monitor our lottery fundraising teams through Team Leaders and Managers to ensure they are delivering a great service and promoting the lottery in a positive manner. Feedback is constantly monitored, and a thorough complaints policy is in place. All canvassers will have completed a rigorous training programme before they can work and represent the charities and hospices, we promote the lotteries for.

## Telephone Canvassing Information

We have a fantastic working relationship with AMVOC who provide telephone canvassing for our lotteries. More information on AMVOC can be found at: <https://www.amvoc.co.uk/>. Here is a full list of the numbers they use per charity/hospice:

<b>Your Hospice Lottery:</b>		
Arthur Rank Hospice	01223857565	01223857566
Bedfordshire Day Care Hospice	01234230619	01234233120
Cransley Hospice	01536903912	01536903913
East Coast Hospice	01723335746	01723335747
Cynthia Spencer Hospice	01604349833	01604349834
Halton Haven Hospice	01928244718	01928244719
Kemp Hospice	01562547353	01562541354
Noah's Ark Children's Hospice	02034355838	02034355839
Nottinghamshire Hospice	01156846970	01156846971
St Helena Hospice	01206417889	01206417888
John Taylor Hospice	01218179888	01218179889
Friends of Wisdom Hospice	01634961133	01634961134
YHL Zoey's Place Liverpool	01518323268	
YHL Zoey's Place Coventry	02475264434	
YHL Zoey's Place Middlesbrough	01642573913	
<b>Make a Smile Lottery:</b>		
Age Concern Colchester and North East Essex	01206417885	01206417886

Age UK Northamptonshire	01604349831	01604349832
Blesma	01423226478	01423226481
Harp	01702939089	01702969520
Mid and North East Essex MIND	01206417885	01206417888
RSPCA Mid Norfolk North Suffolk	01603367846	02034355839
RSPCA East Norfolk Branch	01603542851	01603542852

Phone numbers last updated 29.07.21

Calls are made Monday to Saturday between the hours of 9am and 6pm.

They call numbers a maximum of 2 times.

All calls are filtered through the Telephone Preference Service (TPS).

AMVOC have a Quality Assurance Team who monitor calls.

Call agents are trained constantly by AMVOC to ensure the highest level of customer service is apparent.

## Outdoor Canvassing Information

Your Hospice Lottery/make a Smile Lottery ensure that all canvassers promoting the lottery through venue or door to door sales have been sufficiently trained and understand the desire for high levels of customer service. All canvassers will have:

- Received Gambling Commission Training.
- Read and signed risk assessments.
- Read and signed the Fundraiser Procedure, which adheres to government and Chartered Institute of Fundraising compliance.
- Adhere to all social distancing measures.

Door to door canvassing is only permitted Monday to Friday between the hours of 10am and 6pm. Canvassing at venues can occur Monday to Saturday.

Further information on our fundraisers can be found on our website and all canvassers will always have identification on them.

We constantly review our canvasser policies and guidelines to ensure the best possible service we can provide. If you have any queries please contact us:

**Your Hospice Lottery:** 0800 285 1390, [lottery@yourhospicelottery.org.uk](mailto:lottery@yourhospicelottery.org.uk)

**make a smile lottery:** 0300 303 4500, [hello@makeasmilelottery.org.uk](mailto:hello@makeasmilelottery.org.uk)