



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:

Phone numbers last updated 29.03.22

YHL Kemp
01562547477
01562547479
01562547478
01562547476

YHL Noahs Ark
02038145882
02038145886
02034355835
02038145881

YHL Nottingham
01156660695
01156660696
01156660697
01156714991

YHL Cransley Hospice
01536906634
01536906632
01536906633
01536906631

YHL John Taylor
01213870892
01213870893
01213870896
01213878638

YHL St Helena
01206699689
01206699699
01206580779
01206580803

YHL Halton Haven
01925938710
01925938711
01928249311
01928249312

YHL Bedford Day Care
01908983340
01908983344
01908732396
01908732397

YHL Cynthia Spencer
01908983345
01908983347
01604552598
01604552603

YHL Arthur Rank
01223857569
01223857969
01223857567
01223857568

YHL East Coast
01723335746
01723335747
01723338990
01723338994

YHL ZP Liverpool
01512034078
01512034094
01512034253
01512034261

YHL ZP Coventry
02045244763
02045494994
02045494992
02045494993

YHL ZP Middlesbrough
01642045791
01642045793
01642045799
01642045800

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

They call numbers a maximum of 2 times a day (with a minimum four-hour gap) and a maximum of six times in total over a six month period.

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