



## 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 22.04.22

YHL Kemp
01562547478
01562547476
01562547471
01562547472

YHL Noahs Ark
02038145882
02038145886
02034355835
02038145881

YHL Nottingham
01156660697
01156714991
01156846973
01156977939

MAS BLESMA

01919331129  
01919335475  
01919335424  
01919331211

YHL Cransley Hospice

01536906634  
01536906632  
01536906633  
01536906631

YHL John Taylor

01213870892  
01213870893  
01213870896  
01213878638

MAS Age Concern

01206482465  
01206482466  
01206580775  
01206580996

MAS Mind

01206580919  
01206580925  
01206580927  
01206580988

YHL St Helena

01206580779  
01206580803  
01206580624  
01206580641

YHL RSPCA East Norfolk

01603512545  
01603512550  
01603512569  
01603512556

MAS Wessex Heartbeat

02381447046  
02381447047  
02381447040  
02381447041

YHL Halton Haven

01925938710  
01925938711  
01928249311  
01928249312

YHL Bedford Day Care

01908732396  
01908732397  
01908732391  
01908732392

MAS Harp

01702969977  
01702969974  
01702969708  
01702969966

YHL Cynthia Spencer

01604552598  
01604552603  
01604552604  
01604552611

YHL Arthur Rank

01223857567  
01223857568  
01223609446  
01223609448

MAS Age UK Northampton

01908983251  
01908983250  
01908983349  
01908732394

MAS RSCPA MNNS
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01473353960
01473353986
01473353904
01473353913

YHL East Coast
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01723335746
01723335747
01723338990
01723338994

YHL ZP Liverpool
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01512034253
01512034261
01512034097
01512034102

YHL ZP Coventry
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02045494992
02045494993
02045244767
02045244768

YHL ZP Middlesbrough
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01642045791
01642045793
01642045799
01642045800

MAS Head to Toe
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01223854948
01223854949
01223650152
01223650165

MAS Colchester and Ipswich
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01206580743
01206580773
01206699695
01206699696

MAS YHL Medway
01634949792
01634949793
01634959405
01634959407

MAS YHL New Life
01543395613
01543395614
01543395615
01543395616

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](mailto:lottery@yourhospicelottery.org.uk)

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