



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 01.03.2023

YHL Kemp
01562546960
01562547202
01562547203
01562547329

YHL Noahs Ark
02038145882
02038145886
02038232941
02038145881

YHL Nottingham
01158968350
01158968351
01158968352
01158658491

MAS BLESMA
01919331129
01919335475
01919335424
01919331211

YHL Cransley Hospice

01536903756
01536903757
01536903758
01536903759

YHL John Taylor

01216613946
01216613951
01216479464
01216479465

MAS Age Well

01206636995
01206636996
01206636997
01206636941

MAS Mind

01206636515
01206636516
01206636949
01206636994

YHL St Helena

01206636945
01206636946
01206636990
01206636991

YHL RSPCA East Norfolk

01603576928
01603931080
01603514680
01603514681

MAS Wessex Heartbeat

02382548470
02382548471
02382548472
02382548473

YHL Halton Haven

01928243401
01928243402
01928243403
01928249317

YHL Bedford Day Care
01234862681
01234868010
01234862689
01234862695

MAS Harp
01702411956
01702411957
01702411958
01702417640

YHL Cynthia Spencer
01604263186
01604263187
Still waiting for these numbers

YHL Arthur Rank
01223657830
01223657832
01233222882
01233222883

MAS Age UK Northampton
01604263188
01604263189
Still waiting for these numbers

MAS RSCPA MNNS
01473358092
01473358093
01473353995
01473353984

YHL East Coast
01493808080
01493808081
01493808082
01493808083

YHL ZP Liverpool
01513174794
01513174795
01515599470

01515599471

YHL ZP Coventry

02477299223

02477299221

02476016615

02476016616

YHL ZP Middlesbrough

01642929632

01642929633

01642929634

01642929635

MAS Head to Toe

01225431471

01223869090

01223657868

01223657870

MAS Colchester and Ipswich

01206699695

01206699696

01206699697

01206699698

MAS YHL Medway

01634949792

01634949793

01634959405

01634959407

MAS YHL New Life

01543221158

01543221166

01543222078

01543222083

YHL Friends of Wisdom

01634949237

01634949238

01634566769

01634949236

MAS RSPCA Southend

01702411954

01702417645

01702417646

01702417647

MAS Hamelin

01702411954
01702417645
01702417646
01702417647

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

make a smile lottery: 0300 303 4500, hello@makeasmilelottery.org.uk