



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 our telemarketing agencies who provide telephone canvassing for our lotteries. Here is a full list of the numbers they use per charity/hospice:

Updated 10.02.2025

YHL Halton Haven	MAS Heartbeat
01928 240401	02380 013713
YHL KEMP Hospice	
01562 541150	
YHL Nottinghamshire Hospice	
01156 663797	
YHL Zoe's Place Baby Hospice Middlesborough	
01642 049701	
YHL Zoe's Place Baby Hospice Coventry	
02475 103648	
YHL St Helena Hospice	
01206 355239	
YHL Arthur Rank Hospice Charity	
01223 483603	

Calls are made Monday to Friday 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).

Call agents are trained constantly to ensure the highest level of customer service is apparent and calls are constantly monitored.

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