

NATIONAL YOUTH & COMMUNITY DEVELOPMENT ASSOCIATION

SOCIAL RESPONSIBILITY STATEMENT OF PRINCIPLES

- **Adherence to Gambling Act 2005**
- **Protection of customer funds**
- **Prevention of crime and disorder**
- **Safeguarding of children and vulnerable persons**



**27th February 2026
Annual General Meeting**

To be reviewed annually by the committee.

Introduction:

National Youth & Community Development Association (NYCDA) is committed to good practices around its social responsibilities to its staff, customers, partner development societies and the community it operates in.

NYCDA is committed to ensuring that its operations, specifically including our NYCDA Weekly Draw are operated in a secure, fair and socially responsible way and to endorse responsible gambling amongst the people we come into contact with.

The Gambling Commission regulates gambling in the public interest. The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:

1. Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.
2. Ensuring that gambling is conducted in a fair and open way.
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

This document sets out the organisations' approach to ensuring we deliver any gambling activities in a socially responsible way.

All staff are familiar with this document as part of their induction to our organisation and ongoing review process. Should any updates in legislation come through partners such as the Lotteries Council and this document is updated, all staff will be informed and a copy placed in their employers handbook.

NYCDA make contributions to research and training connected to the issues around responsible gambling via its commitment to the payment of the annual gambling levy.

1. Preventing gambling from being a source of crime and disorder

When an individual joins a partner's lottery we will ensure that:

- The individual is aged 18 or over.
 - In the case of some partners there will be an upper age limit too
- The individual is resident in Great Britain.
- We do not suspect money laundering in any way, in line with the Proceeds of Crime Act. Should we do so, the relevant authorities will be notified
- We also retain the right to cancel any membership should we suspect criminal activity.
 - We have procedures in place relating to the direct debit membership offer of our Weekly Draw including banking checks, use of duplication pads and secure portals
- We have procedures relating to cash handling in place designed to minimise the risk of crime. This includes only senior, board level staff being responsible for such transactions
- We limit the maximum number of entries to £3 per person per week.
- We will record any incidents for future reference.

2. Ensuring that gambling is conducted in a fair and open way.

We will ensure that:

- Players have access to clear information on matters such as the rules of the lottery, the prizes that are available and the chances of winning.
- The rules are fair and accessible
- Any advertising and promotional material is clear and not misleading.
- The results are made public across a range of partner websites and social media platforms
- A monitoring system is in place that includes random contact of new and lapsed members, quality assurance calls being made to new members, mystery shopping/ spot check exercises.
- A complaints procedure is in place including an independent arbitration service. This will be via IBAS through our position as a Gold Member of the Lotteries Council.

3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

Through our policies and procedures, evaluation systems, training programme and engagement with fellow stakeholders we will use our best endeavours to address the following issues:

- Under age Gambling.
 - NYCDA operate an 18+ year old entry policy for the NYCDA Weekly Draw. We reserve the right to ask for proof of age from any customer and customer's' accounts may be suspended until satisfactory proof of age is provided. If for whatever reason, upon winning any individual is unable to prove that they are 18 or over then any winnings will be forfeited.
- Gambling Limits.
 - NYCDA may impose limits on the value of entries into a lottery that can be purchased by an individual.
- Self Exclusion.
 - On request, we will close any player's lottery membership(s) for a minimum period of six months during which time the membership(s) cannot be reinstated. During this period we will also ensure that the individual does not try and open a new membership. (See *below for a full statement on Self Exclusion*)
 - A Lottery Exclusion form exists and is accessible via the www.nycda.co.uk website, through www.nycdaweeklydraw.co.uk and on request to NYCDA via phone or email
- All attempted breaches of underage gambling and self-exclusions will be recorded
- Access to Player History.
 - We will provide any player with a full history of their lottery membership, including complete payment and winnings history upon request.
- Provide Information on Gambling Support Organisations.
 - We will provide contact details or links on any lottery websites or via other appropriate media to GamCare (and Be Gamble Aware until a time that service is fully closed) and other relevant / appropriate organisations.

- Statutory gambling levy
 - We also provide financial support to activities connected to the support research, education and treatment of problem gambling. via our annual payment of the statutory gambling levy, which is paid as per our licence from the Gambling Commission
- Self Help and Awareness Information.
 - We will provide self help and awareness information on any lottery websites or other appropriate media together with links to or contact details of GamCare (and Gamble Aware) and other relevant / appropriate organisations.
- Staff Training.
 - All relevant staff receive the appropriate awareness training on problem gambling issues as part of their induction and continued development
 - Training will include an annual refresher course in LCCP related obligations by colleagues internally, or via suitable partners like Neterix and Woods Whur, as well as through the Lotteries Council's Safer Gambling programmes
 - To ensure training leads to positive changes in habits, the board will ensure knowledge is tested in review meetings, 1 to 1 sessions and via informal spot checks

Responsible Gambling

Our commitment to our potential and existing members means we actively encourage responsible gambling and in this regard abide by the following statement:-

Whilst the majority of people do gamble within their means, for some gambling can become a problem. It may help you to keep control to remember the following:

- Gambling should be entertaining and not seen as a way of making money
- Avoid chasing losses
- Only gamble what you can afford to lose
- Keep track of the time and amount you spend gambling
- If you want to have a break from gambling you can use our self-exclusion option by emailing us at info@nycda.co.uk with your name, address and membership number(s). We will then close your membership(s) for a minimum period of 6 months, during which time it will not be possible for the account(s) to be re-opened for any reason.
 - Alternatively call a member of staff on 01204 357010 to speak to a member of staff in person on the above

Problem Gambling.

If you are concerned that gambling may have taken over your (or someone else's life) then the following questions may help you find out:

- Do you stay away from work, college or school to gamble?
- Do you gamble to escape from a boring or unhappy life?
- When gambling and you run out of money, do you feel lost and in despair and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone?
- Have you ever lied to cover up the amount of money or time you have spent gambling?
- Have others ever criticised your gambling?
- Have you lost interest in your family, friends or hobbies?
- After losing, do you feel you must try and win back your losses as soon as possible?
- Do arguments, frustrations or disappointments make you want to gamble?

- Do you feel depressed or even suicidal because of your gambling?

The more you (or the person in question) answer 'yes' to these questions above, the more likely you are to have a serious gambling problem. To speak to someone about this please see details below related to the National Gambling Support network.

T: 0808 8020 133

E: help@gamcare.org.uk

W: [GamCare - Founder of the National Gambling Helpline](#)

SELF EXCLUSION POLICY

NYCDA complies with the Licence Conditions and Code of Practice (LCCP) governing the procedures for self-exclusion. We will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement with ourselves from participating in any of our partner lotteries and development societies.

Should a member of our staff receive correspondence from an individual who wishes to be self-excluded they will send out a Lottery Exclusion form to be completed and returned. Upon the return of the form the individual's details will be entered onto the self exclusion register. This will then be cross referenced against the existing membership and any new members signed up for the lottery for the period of the exclusion.

We will not target the individual with marketing material at any time during the self-exclusion. We will take steps to remove the name and details of a self-excluded individual from any marketing databases used by ourselves.

We will close any membership of an individual who has entered a self-exclusion agreement and return any funds held in their name.

We have put into effect the following procedures to ensure that an individual who has self-excluded cannot gain access to a partner lottery.

- A register of those excluded with appropriate records (name, address, lottery number, and any other appropriate comments).
- Staff training to ensure that staff are able to recognise and enforce the system.
- An individual must take positive action in order to self-exclude by way of a signature.
- The self-exclusion period is a minimum of six months (giving members the option of extending this if they so wish)
- The self-excluded member must take positive action to be removed from the self-exclusion and be able to enter the lottery at a future date.
- Upon notification the player will be given a one day cooling off period before being allowed access to the lottery.

- The record of the self-exclusion will remain on file until the agreement has been formally ended.

Complaints Procedure

If a member of the NYCDA Weekly Draw feels sufficiently aggrieved, we have a process in place to ensure this grievance is recorded, taken seriously, dealt with to the satisfaction of all and the learning from the situation enacted.

In the first instance a call to the NYCDA office, to speak to a member of staff, may be enough to satisfy an issue and this is always our preference. If the member is not satisfied, we will invite the person in question to record their issue via an email to info@nycda.co.uk or by writing to us at our Bury Head Office.

On receipt of a complaint via email or letter from a member expressing dissatisfaction with the NYCDA Weekly Draw, a member of staff will acknowledge the correspondence and inform the complainant of the target date for the review. The normal target time for responding to the applicant is 20 working days.

The member of staff will then request a full history of the case from the relevant agents, affiliates and/or members involved. In order to complete the review within the target time, the relevant documents must arrive with the member of staff within 10 working days.

The member of staff will ensure the board is made aware of the complaint by communicating a summary and associated information via email within 24 hours of the complaint arriving. A member of the board will assist the member of staff in question if required, with a full record of emails maintained.

Where it is apparent that the response to the complaint will take longer than the target time (for example because of the complexity of the particular case) the member of staff will inform the applicant and explain the reason for the delay.

Dealing with the complaint will consist of an analysis of the evidence and a review of the arguments for and against the complaint. Where it would be helpful to do so, the member of staff will also discuss the case directly with the complainant, as well as take advice from the board.

The complainant will always be informed of the outcome of his or her complaint. The proposed disclosure of information or further information will only be made in full consultation with the board.

Should the complainant not be satisfied with the outcome of the review and wish to pursue the matter then the complainant will be referred to the Independent Betting Adjudication Service (IBAS) as the independent third party.

All stakeholders are informed that their complaints will be taken seriously and that any learning from the issues raised will be utilised as part of the organisation's ongoing development.